

STIC Database Tracking Number:

To: Robert Rines
Location: Knox 5D51
Art Unit: 3686
Date: March 25, 2009
Case Serial Number: 09/992,764

From: Caryn Wesner-Early
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Search Notes

Dear Examiner Rines:

Please find attached the results of your search for the above-referenced case. The search was conducted in the template files.

I have listed references of *potential* interest in the first part of the search results. However, please be sure to scan through the entire report. There may be additional references that you might find useful.

If you have any questions about the search, or need a refocus, please do not hesitate to contact me.

Thank you for using the EIC, and we look forward to your next search!

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I. References of Potential Interest

Dialog

Dialog eLink: [Order File History](#)

16/3K/17 (Item 17 from file: 349) (**bad date?**)

DIALOG(R)File 349: PCT FULLTEXT

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00869198

SYSTEM AND METHOD FOR PROVIDING A MULTI-CHANNEL CUSTOMER INTERACTION CENTER

SYSTEME ET PROCEDE PERMETTANT D'ETABLIR UN CENTRE DE COMMUNICATION CLIENT MULTI-CANAUX

Patent Applicant/ Patent Assignee:

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Inventor(s):

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Legal Representative:

- **GARRETT Arthur S(et al)(agent)**

Finnegan, Henderson, Farabow, Garrett & Dunner, L.L.P., 1300 I Street, N.W., Washington, DC 20005-3315; US;

	Country	Number	Kind	Date
Patent	WO	200203292	A2	20020110
Application	WO	2001US20448		20010628
Priorities	US	2000608293		20000630

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ,
DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD,
GE, GH, GM, HR, HU, ID, IL, IN, IS, JP,

KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT,
LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ,
NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI,
SK, SL, TJ, TM, TR, TT, TZ, UA, UG, UZ,
VN, YU, ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Main International Patent Classes (Version 7) :

IPC	Level
< B> G06F-017/60< /B>	Main

Language Publication Language: English

Filing Language: English

Fulltext word count: 10524

Detailed Description:

...next level by further enabling customers to ask questions and get human assistance via the **web**. Customer can request assistance directly from the **web** by **indicating** their **preferred contact method**, including e-mail, a later callback, an immediate callback using a second **telephone** line, a **chat** window, or immediate voice interaction - using their multimedia computers and Internet telephony-to "talk through..."

17/3,K/5 (Item 1 from file: 810)
DIALOG(R)File 810: Business Wire
(c) 1999 Business Wire . All rights reserved.

0610746 BW1024

ASPECT TELECOMM : Aspect Telecommunications Integrates the Web into the Call Center to Deliver New Levels of Customer Service; Dynamic Web page creation, callback from a live agent, automatic notification and comprehensive reports highlight Aspect Interactive Web

August 05, 1996

Byline: Business Editors & Telecommunications Writers

...companies can conduct more personalized, informative and efficient customer interactions while allowing the customer full **choice of communication method** -- **telephone, fax, electronic mail** over the **Internet**, pager and, now, the World Wide Web.

17/3,K/2 (Item 2 from file: 13)
DIALOG(R)File 13: BAMP
(c) 2009 Gale/Cengage. All rights reserved.

00619732 24666044 2032276 (Use Format 7 Or 9 For Fulltext)
Unified Messaging: Ready for Prime Time
(Unified messaging has become practical through the development of standards for voice and fax via e-mail)

Article Author: Roselinsky, Milt
Telecommunications Americas Edition Telecommunications , v 33 , n 6 , p 42, 44, 46
June 1999

Document Type: Journal **ISSN:** 0278-4831 (United States)
Language: English **Record Type:** Fulltext; Abstract
Word Count: 2176 (Use Format 7 Or 9 For Fulltext)

Text:

...able to predetermine which messages they need to be notified about immediately and can then **choose a preferred method of notification**: message waiting light on an office **phone**; short message service delivered to a cell phone; or a **Web**-based "you have mail" indication to the PC desktop.

II. Inventor Search Results from Dialog

? show files

File 471:New York Times Fulltext 1980-2009/Mar 24

(c) 2009 The New York Times

File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13

(c) 2002 Gale/Cengage

File 155:MEDLINE(R) 1950-2009/Mar 23

(c) format only 2009 Dialog

File 474:New York Times Abs 1969-2009/Mar 25

(c) 2009 The New York Times

File 475:Wall Street Journal Abs 1973-2009/Mar 24

(c) 2009 The New York Times

File 35:Dissertation Abs Online 1861-2009/Feb

(c) 2009 ProQuest Info&Learning

File 65:Inside Conferences 1993-2009/Mar 23

(c) 2009 BLDSC all rts. reserv.

File 99:Wilson Appl. Sci & Tech Abs 1983-2009/Feb

(c) 2009 The HW Wilson Co.

File 256:TecInfoSource 82-2009/Oct

(c) 2009 Info.Sources Inc

File 5:Biosis Previews(R) 1926-2009/Mar W3

(c) 2009 The Thomson Corporation

File 73:EMBASE 1974-2009/Mar 24

(c) 2009 Elsevier B.V.

File 34:SciSearch(R) Cited Ref Sci 1990-2009/Mar W3

(c) 2009 The Thomson Corp

File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec

(c) 2006 The Thomson Corp

File 2:INSPEC 1898-2009/Mar W3

(c) 2009 Institution of Electrical Engineers

File 20:Dialog Global Reporter 1997-2009/Mar 24

(c) 2009 Dialog

File 634:San Jose Mercury Jun 1985-2009/Mar 24
(c) 2009 San Jose Mercury News

File 610:Business Wire 1999-2009/Mar 25
(c) 2009 Business Wire.

File 613:PR Newswire 1999-2009/Mar 25
(c) 2009 PR Newswire Association Inc

File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire

File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc

File 996:Newsroom 2000-2003
(c) 2008 Dialog

File 75:TGG Management Contents(R) 86-2009/Feb W3
(c) 2009 Gale/Cengage

File 149:TGG Health&Wellness DB(SM) 1976-2009/Feb W4
(c) 2009 Gale/Cengage

File 444:New England Journal of Med. 1985-2009/Nov W5
(c) 2009 Mass. Med. Soc.

File 9:Business & Industry(R) Jul/1994-2009/Mar 23
(c) 2009 Gale/Cengage

File 56:Computer and Information Systems Abstracts 1966-2009/Mar
(c) 2009 CSA.

File 13:BAMP 2009/Mar 24
(c) 2009 Gale/Cengage

File 15:ABI/Inform(R) 1971-2009/Mar 23
(c) 2009 ProQuest Info&Learning

File 16:Gale Group PROMT(R) 1990-2009/Mar 03
(c) 2009 Gale/Cengage

File 148:Gale Group Trade & Industry DB 1976-2009/Mar 11
(c) 2009 Gale/Cengage

File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group

File 275:Gale Group Computer DB(TM) 1983-2009/Feb 27
(c) 2009 Gale/Cengage

File 621:Gale Group New Prod.Annou.(R) 1985-2009/Feb 17

(c) 2009 Gale/Cengage
File 636:Gale Group Newsletter DB(TM) 1987-2009/Mar 04
(c) 2009 Gale/Cengage
File 249:Mgt. & Mktg. Abs. 1976-2007Apr W5
(c) 2007 Pira International
File 624:McGraw-Hill Publications 1985-2009/Mar 25
(c) 2009 McGraw-Hill Co. Inc
File 485:Accounting & Tax DB 1971-2009/Mar W2
(c) 2009 ProQuest Info&Learning
File 430:British Books in Print 2007/Jan W3
(c) 2007 J. Whitaker & Sons Ltd.
File 426:LCMARC-Books 1968-2009/Mar W3
(c) format only 2009 Dialog
File 483:Newspaper Abs Daily 1986-2009/Mar 24
(c) 2009 ProQuest Info&Learning
File 120:U.S. Copyrights 1978-2009/Mar 10
(c) format only 2009 Dialog
File 347:JPIO Dec 1976-2008/Oct(Updated 090220)
(c) 2009 JPO & JPIO
File 348:EUROPEAN PATENTS 1978-200911
(c) 2009 European Patent Office
File 349:PCT FULLTEXT 1979-2009/UB= 20090219| UT= 20090212
(c) 2009 WIPO/Thomson
File 350:Derwent WPIX 1963-2008/UD= 200917
(c) 2009 Thomson Reuters
File 371:French Patents 1961-2002/BOPI 200209
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Set	Items	Description
S1	492	AU= (FLATT, J? OR FLATT J? OR FLATT(2N)(JERROLD OR JERRY))
S2	72	S1 FROM 347,348,349,350,371
S3	1	(REPLY OR NOTIFICATION OR NOTIFY??? OR ALERT??? OR COMMUNICAT??? OR CONTACT??? OR INFORM OR INFORMS OR INFORMING OR REACH???) (2N)(MODE OR SYSTEM OR ARRANGEMENT OR MEANS OR MECHANISM

OR METHOD OR MANNER)

S4 1 S2 AND S3

S5 81 PREFERENCE OR PREFER OR PREFERS OR DESIRED OR REQUIRE? ? OR
WANT OR CHOICE OR PREFERRED OR FAVORED OR FAVOURED OR FAVORI-
TE OR FAVOURITE OR OPTIM?? OR PERSONALI? OR INDIVIDUALI? OR D-
ESIRABLE

S6 47 S2 AND S5

S7 47 S4 OR S6

S8 0 S7 AND IC= (G06F OR G06Q)

S9 77 SET OR SETS OR SETTING OR SPECIFY??? OR SELECT??? OR DECID-
??? OR SPECIFIE? ? OR DESIGNAT??? OR INDICAT??? OR STIPULAT???
OR ELECT??? OR OPT OR OPTS OR OPTING OR STATE OR STATED OR C-
HOICE OR CHOOS???

S10 21 S7(S)S9

S11 10 S7(5N)S9

S12 10 IDPAT (sorted in duplicate/non-duplicate order)

S13 10 IDPAT (primary/non-duplicate records only)

S14 420 S1 NOT S2

S15 0 S3 AND S14

S16 34 S5 AND S14

S17 6 S9(S)S16

S18 4 RD (unique items)

S19 14 S13 OR S18

19/AN,AZ,TI,TD/1 (Item 1 from file: 155)
DIALOG(R)File 155: MEDLINE(R)
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14500025

Macronutrient composition and food selection.

19/AN,AZ,TI,TD/2 (Item 2 from file: 155)
DIALOG(R)File 155: MEDLINE(R)
(c) format only 2009 Dialog. All rights reserved.

08475488

The difference in the storage capacities for carbohydrate and for fat, and its implications in the regulation of body weight.

19/AN,AZ,TI,TD/3 (Item 3 from file: 155)
DIALOG(R)File 155: MEDLINE(R)
(c) format only 2009 Dialog. All rights reserved.

03867558

Conversion of carbohydrate to fat in adipose tissue: an energy-yielding and, therefore, self-limiting process.

19/AN,AZ,TI,TD/4 (Item 1 from file: 73)
DIALOG(R)File 73: EMBASE
(c) 2009 Elsevier B.V. All rights reserved.

0070515358

Determination of optimal hyperalimentation infusion rate

19/26/5 (Item 1 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
(c) 2009 WIPO/Thomson. All rights reserved.

01717411

ELECTROMECHANICAL ACTUATING ASSEMBLY

Country	Number	Kind	Date
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Language Publication Language: English

Filing Language:

Fulltext word count: 9478

19/26/6 (Item 2 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
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01706626

OXYLIPINS FROM LONG CHAIN POLYUNSATURATED FATTY ACIDS AND METHODS OF MAKING AND USING THE SAME

Country	Number	Kind	Date
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Language Publication Language: English

Filing Language:

Fulltext word count: 36719

19/26/7 (Item 3 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
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01669264

SYSTEMS AND METHODS FOR RAY TRACING

Country	Number	Kind	Date
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Language Publication Language: English

Filing Language:

Fulltext word count: 13673

19/26/8 (Item 4 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
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01632247

USE OF DPA(n-6) OILS IN INFANT FORMULA

Country	Number	Kind	Date
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Language Publication Language: English

Filing Language:

Fulltext word count: 23547

19/26/9 (Item 5 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT

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01567744

EVALUATING THE FIRE OF A DIAMOND OR GEMSTONE

	Country	Number	Kind	Date
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Language Publication Language: English

Filing Language:

Fulltext word count: 3594

19/26/10 (Item 6 from file: 349)
DIALOG(R) File 349: PCT FULLTEXT
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01545286

OXYLIPINS FROM STEARIDONIC ACID AND gamma-LINOLENIC ACID AND METHODS OF MAKING AND USING THE SAME

	Country	Number	Kind	Date
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Language Publication Language: English

Filing Language:

Fulltext word count: 26751

19/26/11 (Item 7 from file: 349)
DIALOG(R) File 349: PCT FULLTEXT
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01453010

PUFA POLYKETIDE SYNTHASE SYSTEMS AND USES THEREOF

	Country	Number	Kind	Date
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Language Publication Language: English

Filing Language:

Fulltext word count: 44920

19/26/12 (Item 8 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
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01372347

**OXYLIPINS FROM LONG CHAIN POLYUNSATURATED FATTY ACIDS AND METHODS
OF MAKING AND USING THE SAME**

	Country	Number	Kind	Date
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Language Publication Language: English

Filing Language:

Fulltext word count: 29938

19/26/13 (Item 9 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
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01166494

PUFA POLYKETIDE SYNTHASE SYSTEMS AND USES THEREOF

	Country	Number	Kind	Date
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Language Publication Language: English

Filing Language:

Fulltext word count: 59965

19/26/14 (Item 10 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
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00949860

PUFA POLYKETIDE SYNTHASE SYSTEMS AND USES THEREOF

	Country	Number	Kind	Date
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Language Publication Language: English

Filing Language:

Fulltext word count: 52789

III. Text Search Results from Dialog

A. Patent Files, Abstract

? show files

File 347:JAPIO Dec 1976-2008/Oct(Updated 090220)

(c) 2009 JPO & JAPIO

File 350:Derwent WPIX 1963-2008/UD= 200916

(c) 2009 Thomson Reuters

File 371:French Patents 1961-2002/BOPI 200209

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Set	Items	Description
S1	577560	(REPLY OR NOTIFICATION OR NOTIFY??? OR ALERT??? OR COMMUNICAT??? OR CONTACT??? OR INFORM OR INFORMS OR INFORMING OR REACH???) (2N) (MODE OR SYSTEM OR ARRANGEMENT OR MEANS OR MECHANISM OR METHOD OR MANNER)
S2	309077	SET OR SETS OR SETTING OR SPECIFY??? OR SELECT??? OR DECID??? OR SPECIFIE? ? OR DESIGNAT??? OR INDICAT??? OR STIPULAT??? OR ELECT??? OR OPT OR OPTS OR OPTING OR STATE OR STATED OR CHOICE OR CHOOS???
S3	120826	PREFERENCE OR PREFER OR PREFERS OR DESIRED OR REQUIRE? ? OR WANT OR CHOICE OR PREFERRED OR FAVORED OR FAVOURED OR FAVORITE OR FAVOURITE OR OPTIM?? OR PERSONALI? OR INDIVIDUALI? OR DESIRABLE
S4	577560	(REPLY OR NOTIFICATION OR NOTIFY??? OR ALERT??? OR COMMUNICAT??? OR CONTACT??? OR INFORM OR INFORMS OR INFORMING OR REACH???) (2N) (MODE OR SYSTEM OR ARRANGEMENT OR MEANS OR MECHANISM OR METHOD OR MANNER)
S5	56304	CYBER OR CYBERSPACE OR VIRTUAL?? OR INTERNET OR WEB OR HOME() (PAGE OR PAGES OR SITE OR SITES) OR WEBPAGE OR WEBPAGES OR HOMEPAGE OR HOMEPAGES OR WEBSITE OR WEBSITES OR ONLINE OR ON()LINE OR EXTRANET OR EXTRANETS OR INTRANET OR INTRANETS
S6	17340	S2(5N)S3
S7	1487	S4(7N)S6
S8	72	S5(S)S7
S9	115958	EMAIL OR PHONE OR TELEPHONE OR MAIL OR LETTER OR IM OR INSTANT()MESSAGE OR FAX OR FAXES OR TELEFACSIMILE OR CHAT
S10	22	S8(S)S9
S11	22	IDPAT (sorted in duplicate/non-duplicate order)
S12	22	IDPAT (primary/non-duplicate records only)

12/AN,AZ,TI,TD/1 (Item 1 from file: 350)

0018579631

Method for connecting phone to client through network, involves providing communication between receiver and user of phone by connecting phone to client through internet phone

Original Titles:

Methods and systems for connecting phones to internet users

METHODS AND SYSTEMS FOR CONNECTING PHONES TO INTERNET USERS

PROCEDES ET SYSTEMES POUR RELIER DES TELEPHONES A DES UTILISATEURS D'INTERNET

Local Applications (no., kind, date): WO 2008US64470 A 20080522; US 2007818076 A 20070612

Priority Applications (no., kind, date): US 2007818076 A 20070612

12/AN,AZ,TI,TD/2 (Item 2 from file: 350)

0016948005

Airline travel transaction method for e.g. exchanging information, involves performing chosen commercial transaction at online infrastructure after conducting successful verification operation by service delivery engine

Original Titles:

Airline transactions using mobile handsets

Local Applications (no., kind, date): US 2006517657 A 20060908; IN 2006CH404 A 20060308

Priority Applications (no., kind, date): IN 2006CH404 A 20060308

12/AN,AZ,TI,TD/3 (Item 3 from file: 350)

0016488704

Communication system e.g. mail server system, has computer decrypting encrypted data utilizing decryption software and key selected from set of keys and re-encrypting decrypted data utilizing encryption software

Original Titles:

Secure intermediary communications system

Local Applications (no., kind, date): US 2005170229 A 20050628; US 2005201372 A 20050810

Priority Applications (no., kind, date): US 2005170229 A 20050628; US 2005201372 A 20050810

12/AN,AZ,TI,TD/4 (Item 4 from file: 350)

0015950396

Instant message handling method for communication system, involves converting instant message into non-instant message format and delivering it to offline user through non-instant message method

Original Titles:

System und Verfahren zur Behandlung von Instant Messages

Systems and method for handling instant messages

Systeme et procede pour le traitement de messages instantanes

Systems and methods for handling presence messages

Local Applications (no., kind, date): EP 200527292 A 20051214; US 200419758 A 20041221; CN 200510130184 A 20051219

Priority Applications (no., kind, date): US 200419758 A 20041221

12/AN,AZ,TI,TD/5 (Item 5 from file: 350)

0015887612

Communication system sets priority to different communication functions that are assigned corresponding to called party, in internet protocol phone of calling party

Local Applications (no., kind, date): JP 2004340175 A 20041125

Priority Applications (no., kind, date): JP 2004340175 A 20041125

12/AN,AZ,TI,TD/6 (Item 6 from file: 350)

0015801651

Relay apparatus for wireless communication system, determines optimal communication path having minimum through-put value or delay time of response packet for terminal, for communicating session to terminal

Local Applications (no., kind, date): JP 2004321682 A 20041105

Priority Applications (no., kind, date): JP 2004321682 A 20041105

12/AN,AZ,TI,TD/7 (Item 7 from file: 350)

0015177001

Mobile communication terminal e.g. mobile telephone has switching judgment unit selecting optimal communication system corresponding to designated objective

Local Applications (no., kind, date): JP 20043008 A 20040108

Priority Applications (no., kind, date): JP 20043008 A 20040108

12/AN,AZ,TI,TD/8 (Item 8 from file: 350)

0015125769

Data transmission power determining method for e.g. code division multiple access system, involves adjusting power level by active leg adjustment and modifying by frame error correction value to provide acceptable signal strength

Original Titles:

Method and system for initial power management for data bursts in CDMA systems

Local Applications (no., kind, date): US 2000687796 A 20001013

Priority Applications (no., kind, date): US 2000687796 A 20001013

12/AN,AZ,TI,TD/9 (Item 9 from file: 350)

0014411936

Indicia e.g. telephone number, recognizing method for electronic communication e.g. document, involves initiating follow-up communications with each party based on user selection of displayed parties

Original Titles:

Method and apparatus for communicating with an entity automatically identified in an electronic communication

Local Applications (no., kind, date): US 2000616422 A 20000714

Priority Applications (no., kind, date): US 2000616422 A 20000714

12/AN,AZ,TI,TD/10 (Item 10 from file: 350)

0014074569

Broadcast and communication services delivering system, has gateways with addressing unit to identify, store and update in real time location recipients and to apply routing information to data to route packets to reach recipient

Original Titles:

A New Method of Delivering Internet Media Streams, Internet Data & Telecommunications

A SYSTEM TO DELIVER INTERNET MEDIA STREAMS, DATA AND TELECOMMUNICATIONS
SYSTEM ZUM ABLIEFERN VON INTERNET-MEDIA-STROMEN, DATENTELEKOMMUNIKATION
A SYSTEM TO DELIVER INTERNET MEDIA STREAMS, DATA AND TELECOMMUNICATIONS
SYSTEME POUR DISTRIBUER DES FLUX DE MEDIA INTERNET, DONNEES ET
TELECOMMUNICATIONS

System to deliver internet media streams, data & telecommunications

A SYSTEM TO DELIVER INTERNET MEDIA STREAMS, DATA & TELECOMMUNICATIONS
SYSTEME POUR DISTRIBUER DES FLUX DE MEDIA INTERNET, DONNEES ET
TELECOMMUNICATIONS

Local Applications (no., kind, date): WO 2003AU725 A 20030611; AU 2003203591 A 20030409; AU 2003233249 A 20030611
; EP 2003727014 A 20030611; WO 2003AU725 A 20030611; WO 2003AU725 A 20021031; US 200570195 A 20050302

Priority Applications (no., kind, date): AU 2002301467 A 20020905; AU 2002952575 A 20020905; AU 2003203591 A 20030409

12/AN,AZ,TI,TD/11 (Item 11 from file: 350)

0013299684

Three-dimensional chat space creating system in Internet communication, selects desired basic information through graphic user interface and integrates selected information to create 3D chat spaces

Original Titles:

SYSTEM AND METHOD FOR CONSTRUCTING 3D CHAT SPACE AND 3D CHAT SPACE CONSTRUCTION PROGRAM

Local Applications (no., kind, date): JP 2001299536 A 20010928

Priority Applications (no., kind, date): JP 2001299536 A 20010928

12/AN,AZ,TI,TD/12 (Item 12 from file: 350)

0012772522

Mail-order business system for communication network, transmits offer data to mail-order firm according to generation of offer data about designated goods/ service based on optically read management information

Original Titles:

System und Methode fur ein Versandgeschäft
System and method for mail order business
Systeme et methode de vente par correspondance
MAIL-ORDER SYSTEM AND MAIL-ORDER METHOD
System and method for mail-order business

Local Applications (no., kind, date): US 200124374 A 20011221; EP 2001310678 A 20011220; JP 2000395486 A 20001226

Priority Applications (no., kind, date): JP 2000395486 A 20001226

12/AN,AZ,TI,TD/13 (Item 13 from file: 350)

0012733538

Chat system in internet communication, enables user to select desired chat room by forming reference information using utterance in each chat room

Original Titles:

CHAT SYSTEM, DEVICE AND METHOD FOR PROCESSING CHAT INFORMATION AND

RECORDING MEDIUM

System and method for providing reference information to allow chat users to easily select a chat room that fits in with his tastes

Local Applications (no., kind, date): JP 2000317102 A 20001017; US 2002122420 A 20020416

Priority Applications (no., kind, date): JP 2000317102 A 20001017; US 2002122420 A 20020416

12/AN,AZ,TI,TD/14 (Item 14 from file: 350)

0012503004

Two-way cross-media service system for e-commerce, receives viewer's response to TV broadcast through either of television terminal, mobile or fixed telephone terminal, internet terminal and forwards to advertiser

Original Titles:

TWO-WAY CROSS MEDIA SERVICE SYSTEM AND SERVICE METHOD

Local Applications (no., kind, date): JP 2000329196 A 20001027

Priority Applications (no., kind, date): JP 2000329196 A 20001027

12/AN,AZ,TI,TD/15 (Item 15 from file: 350)

0012478228

Portable information device such as cellular phone associated with home network system, transmits identity information of home appliance to home network after receiving response data from access point

Original Titles:

Tragbares Informationsgerat, Zugriffsgerat fur tragbares Informationsgerat, Heimnetzsystem und Heimnetz-Zugriffsverfahren

MOBILE INFORMATION DEVICE, MOBILE INFORMATION DEVICE ACCESS DEVICE, HOME NETWORK SYSTEM, AND ACCESS METHOD TO THE HOME NETWORK

Portable information device, access device for portable information device, home network system, and home network access method

Portable information device, access device for portable information device, home network system, and home network access method

Local Applications (no., kind, date): US 2001955236 A 20010917; DE 10144701 A 20010911; JP 2000281593 A 20000918;

CN 2001133017 A 20010913; CN 2001133017 A 20010913; CN 200410089807 A

20010913; US 2001955236 A 20010917; CN 2001133017 A 20010913

Priority Applications (no., kind, date): JP 2000281593 A 20000918; US 2001955236 A 20010917

12/AN,AZ,TI,TD/16 (Item 16 from file: 350)

0009929896

Image transceiver for electronic mail system selects communication system of mail communication unit for transmitting electronic mail data when operating as relay terminal

Original Titles:

ELECTRONIC MAIL DEVICE

Local Applications (no., kind, date): JP 1998213919 A 19980729; JP 1998213919 A 19980729

Priority Applications (no., kind, date): JP 1998213919 A 19980729

12/AN,AZ,TI,TD/17 (Item 17 from file: 350)

0009657628

Organizing and integrating method for user selected communication mode using screen formatting

Original Titles:

Internet based distance learning system for communicating between server and clients wherein clients communicate with each other or with teacher using different communication techniques via common user interface.

Local Applications (no., kind, date): US 1996735903 A 19961024

Priority Applications (no., kind, date): US 1996735903 A 19961024

12/AN,AZ,TI,TD/18 (Item 18 from file: 350)

0009016478

Communication terminal for internet - selects one among communication variety in selective communication and notification information is converted to identification code

Original Titles:

COMMUNICATION SYSTEM AND ITS METHOD FOR UNITARILY DESIGNATING OPPOSITE PARTY BY USING DIGITAL CODE AS IDENTIFIER

Communication system and method via digital codes.

Local Applications (no., kind, date): JP 199728303 A 19970129; US 1997791982 A 19970131

Priority Applications (no., kind, date): JP 199637052 A 19960201; JP 19972965 A 19970110

12/AN,AZ,TI,TD/19 (Item 19 from file: 350)

0008668489

Establishing on-line secure financial transactions for purchasing goods - involves selecting product from remote subsystem through communication link, and communicating telephone number associated with product to buy it

Original Titles:

On-line secured financial transaction system through electronic media.

Local Applications (no., kind, date): US 1996660529 A 19960607

Priority Applications (no., kind, date): US 1996660529 A 19960607

12/AN,AZ,TI,TD/20 (Item 20 from file: 347)

09276196

COMMUNICATION SYSTEM, COMMUNICATION PROGRAM, RECORDING MEDIUM, AND COMMUNICATION METHOD

Application No.:

2006-144708 [JP 2006144708]

12/AN,AZ,TI,TD/21 (Item 21 from file: 347)

08648556

INFORMATION COMMUNICATION EQUIPMENT AND CONTROL METHOD THEREOF

Application No.:

2004-218810 [JP 2004218810]

12/AN,AZ,TI,TD/22 (Item 22 from file: 347)

03353457

ON-LINE JOB SELECTION SYSTEM

Application No.:

01-151578 [JP 89151578]

Dialog eLink: [Order File History](#)

12/3,K/7 (Item 7 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0015177001 & & *Drawing available*

WPI Acc no: 2005-526592/200554

XRPX Acc No: N2005-430636

Mobile communication terminal e.g. mobile telephone has switching judgment unit selecting optimal communication system corresponding to designated objective

Patent Assignee: KOKUSAI DENKI KK (KOKZ)

Inventor: ONO M

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
JP 2005198082	A	20050721	JP 20043008	A	20040108	200554	B

Priority Applications (no., kind, date): JP 20043008 A 20040108

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
JP 2005198082	A	JA	12	12		

Alerting Abstract ...ADVANTAGE - Enables connection with communication path of optimal **communication system** corresponding to **communication** utilization objective by **selecting optimal communication system**, based on **communication** utilization objective and stored communication system information...

Dialog eLink: [Order File History](#)

12/3,K/14 (Item 14 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0012503004 & & *Drawing available*

WPI Acc no: 2002-450876/200248

XRPX Acc No: N2002-355788

Two-way cross-media service system for e-commerce, receives viewer's response to TV broadcast through either of television terminal, mobile or fixed telephone terminal, internet terminal and forwards to advertiser

Patent Assignee: NEC CORP (NIDE)

Inventor: TSUCHIYA M; UEDA Y

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
JP 2002133352	A	20020510	JP 2000329196	A	20001027	200248	B

Priority Applications (no., kind, date): JP 2000329196 A 20001027

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
JP 2002133352	A	JA	6	1		

Alerting Abstract ...easily and effectively. Improves service provided by centers to customers. The viewer can choose the **mode of communication** to be handled. User's **choice** and satisfaction are fulfilled more easily and effectively... ...42Fixed **telephone** ...
...43Mobile **telephone**

Dialog eLink: Order File History

12/3,K/17 (Item 17 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0009657628 & & *Drawing available*

WPI Acc no: 1999-610520/199952

XRPX Acc No: N1999-449836

Organizing and integrating method for user selected communication mode using screen formatting

Patent Assignee: ACAD APPLIED SCI (SCSC-N)

Inventor: ALBANESC J; MACINTA T; RINES R H; SONNENREICH W

Patent Family (1 patents, 1 & countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 5974446	A	19991026	US 1996735903	A	19961024	199952	B

Priority Applications (no., kind, date): US 1996735903 A 19961024

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
US 5974446	A	EN	14	3		

Original Publication Data by AuthorityArgentina**Publication No. ...Claims:**for causing a search for all stored data on that topic; and upon the user **selecting the desired communication function mode** from the "tool" box section, means for automatically thereupon communicating such data from the **server in the appropriate user-selected communication mode** over the **Internet** to the user screens, observable by all said users.

Dialog eLink: Order File History

12/3,K/20 (Item 20 from file: 347)

DIALOG(R)File 347: JAPIO

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09276196 ** Image available**

COMMUNICATION SYSTEM, COMMUNICATION PROGRAM, RECORDING MEDIUM, AND COMMUNICATION METHOD

Pub. No.: 2007-318361 [JP 2007318361 A]

Published: December 06, 2007 (20071206)

Inventor: MIYAHIRO EIICHI

MASUDA KEIICHI

Applicant: KYOCERA COMMUNICATION SYSTEMS CO LTD

Application No.: 2006-144708 [JP 2006144708]

Filed: May 24, 2006 (20060524)

ABSTRACT

PROBLEM TO BE SOLVED: To provide a **communication system** and the like, which

selects a base station of the **optimum** switching destination by estimating the position, speed, and moving direction of even a mobile station... ..on the mobile station that an MNO (Mobile Network Operator) manages when an MVNO (Mobile **Virtual** Network Operator) provides switching service for base stations through which one mobile station uses a... ..server 40, a movement track calculating unit 24 calculates a movement track of a mobile **phone** 20 at predetermined time by a predetermined system, and when a base station selecting unit 25 assumes that the mobile **phone** 20 will move in an extension direction P' of the movement track P, a base... Di01

Dialog eLink: [Order File History](#)

12/3,K/21 (Item 21 from file: 347)

DIALOG(R)File 347: JAPIO

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08648556 ** Image available**

INFORMATION COMMUNICATION EQUIPMENT AND CONTROL METHOD THEREOF

Pub. No.: 2006-041916 [JP 2006041916 A]

Published: February 09, 2006 (20060209)

Inventor: MAEI YOSHIHIRO

Applicant: FUJI XEROX CO LTD

Application No.: 2004-218810 [JP 2004218810]

Filed: July 27, 2004 (20040727)

ABSTRACT

...with a communication party in a communication mode that a user desires by using ENUM (**tElephone** NUmber Mapping).

SOLUTION: A scanner section 103 inputs an image to be transmitted, the user **sets** the **desired communication mode** at an operation/display section 105, and the set contents are stored in a RAM... ..desired communication mode that the user has set is selected from the address of an **I nternet** resource of the communication party acquired from an ENUM section 160 by using the ENUM... Di01

B. Patent Files, Full-Text

? show files

File 348:EUROPEAN PATENTS 1978-200911

(c) 2009 European Patent Office

File 349:PCT FULLTEXT 1979-2009/UB= 20090212| UT= 20090205

(c) 2009 WIPO/Thomson

? ds

Set	Items	Description
S1	317172	(REPLY OR NOTIFICATION OR NOTIFY??? OR ALERT??? OR COMMUNICAT??? OR CONTACT??? OR INFORM OR INFORMS OR INFORMING OR REACH???) (2N) (MODE OR SYSTEM OR ARRANGEMENT OR MEANS OR MECHANISM OR METHOD OR MANNER)
S2	303122	SET OR SETS OR SETTING OR SPECIFY??? OR SELECT??? OR DECID??? OR SPECIFIE? ? OR DESIGNAT??? OR INDICAT??? OR STIPULAT??? OR ELECT??? OR OPT OR OPTS OR OPTING OR STATE OR STATED OR CHOICE OR CHOOS???
S3	286588	PREFERENCE OR PREFER OR PREFERS OR DESIRED OR REQUIRE? ? OR WANT OR CHOICE OR PREFERRED OR FAVORED OR FAVOURED OR FAVORITE OR FAVOURITE OR OPTIM?? OR PERSONALI? OR INDIVIDUALI? OR DESIRABLE
S4	317172	(REPLY OR NOTIFICATION OR NOTIFY??? OR ALERT??? OR COMMUNICAT??? OR CONTACT??? OR INFORM OR INFORMS OR INFORMING OR REACH???) (2N) (MODE OR SYSTEM OR ARRANGEMENT OR MEANS OR MECHANISM OR METHOD OR MANNER)
S5	127853	CYBER OR CYBERSPACE OR VIRTUAL?? OR INTERNET OR WEB OR HOME() (PAGE OR PAGES OR SITE OR SITES) OR WEBPAGE OR WEBPAGES OR HOMEPAGE OR HOMEPAGES OR WEBSITE OR WEBSITES OR ONLINE OR ON(-)LINE OR EXTRANET OR EXTRANETS OR INTRANET OR INTRANETS
S6	130087	S2(5N)S3
S7	1942	S4(7N)S6
S8	156	S5(S)S7
S9	156158	EMAIL OR PHONE OR TELEPHONE OR MAIL OR LETTER OR IM OR INSTANT()MESSAGE OR FAX OR FAXES OR TELEFACSIMILE OR CHAT
S10	91	S8(S)S9
S11	46	S10 AND IC= (G06F OR G06Q)
S12	77	S5(20N)S7
S13	43	S9(S)S12
S14	28	S13 AND IC= (G06F OR G06Q)
S15	28	IDPAT (sorted in duplicate/non-duplicate order)
S16	28	IDPAT (primary/non-duplicate records only)

16/AN,AZ,TI,TD,6/1 (Item 1 from file: 348)

02556817

Methods and systems for indicating a payment in a mobile environment

Title in German:
Verfahren und Systeme zur Kennzeichnung einer Zahlung in einer mobilen Umgebung

Title in French:
Procedes et systemes pour indiquer un paiement dans un environnement mobile

	Patent Number	Kind	Date
Patent			
Application	EP 2008103106		060706

Language (Publication,Procedural,Application):
English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200841	4483
SPEC A	(English)	200841	238133

Total word count	Document A	242616
Total word count	Document B	0

Total word count	Document A + B	242616
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16/AN,AZ,TI,TD,6/2 (Item 2 from file: 348)

02556815

Methods and systems for making a payment via a stored value card in a mobile environment

Title in German:
Verfahren und Systeme zum Vornehmen einer Zahlung uber eine Karte mit gespeicherten Werten in einer mobilen Umgebung

Title in French:
Procedes et systemes pour effectuer un paiement via une carte a valeur stockee dans un environnement mobile

	Patent Number	Kind	Date
Patent			
Application	EP 2008103081		060706

Language (Publication,Procedural,Application) :
English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200841	5004
SPEC A	(English)	200841	238111

Total word count	Document A	243115
Total word count	Document B	0
Total word count	Document A + B	243115

16/AN,AZ,TI,TD,6/3 (Item 3 from file: 348)

02470278

Systems and methods for secure transaction management and electronic rights protection

Title in German:
Systeme und Verfahren fur sichere Transaktionsverwaltung und elektronischen Rechteschutz

Title in French:
Systemes et procedes de gestion de transaction securisee et de protection des droits electroniques

	Patent Number	Kind	Date
Patent			
Application	EP 2008100047		960213
Priority	US 388107		950213

Language (Publication,Procedural,Application):
English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
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CLAIMS A	(English)	200821	904
SPEC A	(English)	200821	194811

Total word count	Document A	195747
Total word count	Document B	0
Total word count	Document A + B	195747

16/AN,AZ,TI,TD,6/4 (Item 4 from file: 348)

02445994

Systems and methods for secure transaction management and electronic rights protection

Title in German:
Systeme und Verfahren fur sichere Transaktionsverwaltung und elektronischen Rechteschutz

Title in French:
Systemes et procedes de gestion de transactions securisees et de protection des droits electroniques

	Patent Number	Kind	Date
Patent			
Application	EP 2008075029		970829
Priority	US 706206		960830

Language (Publication,Procedural,Application) :
English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200817	750
SPEC A	(English)	200817	181391

Total word count	Document A	182141
Total word count	Document B	0
Total word count	Document A + B	182141

16/AN,AZ,TI,TD,6/5 (Item 5 from file: 348)

02218972

User-defined dynamic collaborative environments

Title in German:
Fur den Benutzer definierte dynamische Umgebung der Zusammenarbeit

Title in French:
Environnements de collaboration dynamiques definis pour l'utilisateur

	Patent Number	Kind	Date
Patent			
Application	EP 2006013770		990922

Priority	US 101431		P	980922
	US 399753		990921	

Language (Publication,Procedural,Application) :

English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200714	861
SPEC A	(English)	200714	25079

Total word count	Document A	25940
Total word count	Document B	0
Total word count	Document A + B	25940

16/AN,AZ,TI,TD,6/6 (Item 6 from file: 348)

01974996

Method for controlling application starting on a mobile communication terminal

Title in German:

Verfahren zur Kontrolle von Anwendungsstarts auf einem mobilen Kommunikationsgerat

Title in French:

Methode pour controler le lancement d'applications sur un terminal mobile

	Patent Number	Kind	Date
Patent			
Application	EP 2005102943		050414
Priority	JP 2004118826		040414

Language (Publication,Procedural,Application) :

English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200544	919
SPEC A	(English)	200544	5627

Total word count	Document A	6547
Total word count	Document B	0
Total word count	Document A + B	6547

16/AN,AZ,TI,TD,6/7 (Item 7 from file: 348)

01930027

Secure transaction management

Title in German:

Verfahren und Vorrichtung zur gesicherten Transaktionsverwaltung

Title in French:**Procede et dispositif de gestion de transactions securisees**

	Patent Number	Kind	Date
Patent			
Application	EP 2005075672		960213
Priority	US 388107		950213

Language (Publication,Procedural,Application):

English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200529	1002
SPEC A	(English)	200529	194028

Total word count	Document A	195030
Total word count	Document B	0
Total word count	Document A + B	195030

16/AN,AZ,TI,TD,6/8 (Item 8 from file: 349)

01556457

METHODS AND SYSTEMS FOR PROVIDING ACCESS TO A COMPUTING ENVIRONMENT

PROVIDED BY A VIRTUAL MACHINE EXECUTING IN A HYPERVISOR EXECUTING
IN A TERMINAL SERVICES SESSION
PROCEDES ET SYSTEMES DE FOURNITURE D'ACCES A UN ENVIRONNEMENT
INFORMATIQUE FOURNI PAR UNE MACHINE VIRTUELLE FONCTIONNANT EN
EXECUTION D'UN HYPERVISEUR DANS UNE SESSION DE SERVICES DE TERMINAL

Application: WO 2007US60895 20070123 (PCT/WO
US2007060895)

Publication Language:
English

Filing Language:
English

Fulltext Word Count:
145341

Publication Year:
2007

16/AN,AZ,TI,TD,6/9 (Item 9 from file: 349)

01555941

SYSTEM AND METHOD FOR CUSTOMER REQUESTS AND CONTACT MANAGEMENT
SYSTEME ET PROCEDE POUR GERER DES DEMANDES ET DES COORDONNEES DE
CLIENTS

Application: WO 2007US3970 20070215 (PCT/WO US2007003970
)

Publication Language:
English

Filing Language:
English

Fulltext Word Count:
13230

Publication Year:

2007

16/AN,AZ,TI,TD,6/10 (Item 10 from file: 349)

01537571

**GENI US ADAPTIVE DESIGN
MODELE D'ADAPTATION AU GENIE**

Application: WO 2006US48704 20061219 (PCT/WO
US2006048704)

Publication Language:
English

Filing Language:
English

Fulltext Word Count:
520275

Publication Year:
2007

16/AN,AZ,TI,TD,6/11 (Item 11 from file: 349)

01327652

**MONITORING SYSTEM COMMUNICATION SYSTEM AND METHOD
SYSTEME DE COMMUNICATIONS ET PROCEDE POUR SYSTEME DE SURVEILLANCE**

Application: WO 2005US21142 20050615 (PCT/WO
US2005021142)

Publication Language:
English

Filing Language:
English

Fulltext Word Count:

12750

Publication Year:

2006

16/AN,AZ,TI,TD,6/12 (Item 12 from file: 349)

01314908

**MONITORING SYSTEM AND METHOD
SYSTEME ET METHODE DE SURVEILLANCE**

Application: WO 2005US19588 20050603 (PCT/WO
US2005019588)

Publication Language:

English

Filing Language:

English

Fulltext Word Count:

12033

Publication Year:

2005

16/AN,AZ,TI,TD,6/13 (Item 13 from file: 349)

01153716

**SEMANTIC KNOWLEDGE RETRIEVAL MANAGEMENT AND PRESENTATION
SYSTEME ET PROCEDE POUR UNE EXTRACTION, UNE GESTION, UNE CAPTURE,
UN PARTAGE, UNE DECOUVERTE, UNE DISTRIBUTION ET UNE PRESENTATION DE
CONNAISSANCES SEMANTIQUES**

Application: WO 2004US4674 20040217 (PCT/WO US04004674)

Publication Language:

English

Filing Language:
English

Fulltext Word Count:
160617

Publication Year:
2004

16/AN,AZ,TI,TD,6/14 (Item 14 from file: 349)

01153619

**SYSTEM AND METHOD FOR IMMEDIATE AND DELAYED REAL-TIME
COMMUNICATION ACTIVITIES USING AVAILABILITY DATA FROM AND
COMMUNICATIONS THROUGH AN EXTERNAL INSTANT MESSAGING SYSTEM
SYSTEME ET PROCEDE POUR DES ACTIVITES DE COMMUNICATION EN TEMPS
REEL IMMEDIATE ET DIFFEREE UTILISANT DES DONNEES DE DISPONIBILITE EN
PROVENANCE DE ET DES COMMUNICATIONS VIA UN SYSTEME DE MESSAGERIE
INSTANTANE EXTERNE**

Application: WO 2004US3018 20040203 (PCT/WO US04003018)

Publication Language:
English

Filing Language:
English

Fulltext Word Count:
11118

Publication Year:
2004

16/AN,AZ,TI,TD,6/15 (Item 15 from file: 349)

01010801

REGULATORY COMPLIANCE SYSTEM AND METHOD

SYSTEME ET PROCEDE POUR LE CONTROLE DE LA REGLEMENTATION

Application: WO 2002US35189 20021101 (PCT/WO US02035189)

Publication Language:
English

Filing Language:
English

Fulltext Word Count:
13833

Publication Year:
2003

16/AN,AZ,TI,TD,6/16 (Item 16 from file: 349)

00912807

**SYSTEM AND METHOD FOR A DIGITAL BUSINESS CARD
SYSTEME ET PROCEDE RELATIFS A UNE CARTE DE VISITE**

Application: WO 2001US44699 20011207 (PCT/WO US0144699)

Publication Language:
English

Filing Language:
English

Fulltext Word Count:
6463

Publication Year:
2002

16/AN,AZ,TI,TD,6/17 (Item 17 from file: 349)

00869198

**SYSTEM AND METHOD FOR PROVIDING A MULTI-CHANNEL CUSTOMER
INTERACTION CENTER
SYSTEME ET PROCEDE PERMETTANT D'ETABLIR UN CENTRE DE COMMUNICATION
CLIENT MULTI-CANAUX**

Application: WO 2001US20448 20010628 (PCT/WO US0120448)

Publication Language:
English

Filing Language:
English

Fulltext Word Count:
10524

Publication Year:
2002

16/AN,AZ,TI,TD,6/18 (Item 18 from file: 349)

00839912

**TRANSMISSION SYSTEM AND METHOD FOR MULTIPLE PICTURES
SYSTEME DE TRANSMISSION ET PROCEDE POUR IMAGES MULTIPLES**

Application: WO 2000KR652 20000622 (PCT/WO KR0000652)

Publication Language:
English

Filing Language:
English

Fulltext Word Count:
2665

Publication Year:
2001

16/AN,AZ,TI,TD,6/19 (Item 19 from file: 349)

00833796

SYSTEM AND METHOD FOR FACILITATING ASSET-BASED FINANCING IN A PRIVATE SALE
SYSTEME ET PROCEDE PERMETTANT DE FACILITER LE FINANCEMENT BASE SUR DES ACTIFS LORS D'UNE VENTE DE GRE A GRE

Application: WO 2001US7147 20010307 (PCT/WO US0107147)

Publication Language:
English

Filing Language:
English

Fulltext Word Count:
7468

Publication Year:
2001

16/AN,AZ,TI,TD,6/20 (Item 20 from file: 349)

00809393

SYSTEM AND METHOD FOR MANAGING TRANSACTIONS RELATING TO REAL ESTATE
SYSTEME ET METHODE DE GESTION DE TRANSACTIONS IMMOBILIERES

Application: WO 2000US33030 20001206 (PCT/WO US0033030)

Publication Language:
English

Filing Language:
English

Fulltext Word Count:
10128

Publication Year:
2001

16/AN,AZ,TI,TD,6/21 (Item 21 from file: 349)

00807454

**I N T E R A C T I V E O N L I N E W A G E R I N G S Y S T E M
S Y S T E M E D E P A R I E N L I G N E I N T E R A C T I F**

Application: WO 2000AU1494 20001203 (PCT/WO AU0001494)

Publication Language:
English

Filing Language:
English

Fulltext Word Count:
10006

Publication Year:
2001

16/AN,AZ,TI,TD,6/22 (Item 22 from file: 349)

00802586

**A G R A P H I C L A N G U A G E R E P R E S E N T A T I O N A N D C O M M U N I C A T I O N
M E T H O D / S Y S T E M A N D I T S A P P L I C A T I O N T O A G R A P H I C N A V I G A T I O N M E T H O D
F O R R E T R I E V I N G I N F O R M A T I O N I N A C O M P U T E R D A T A B A S E A N D A N I N T E R N E T
S E A R C H E N G I N E
R E P R E S E N T A T I O N D E L A N G A G E G R A P H I Q U E E T P R O C E D E E T / O U S Y S T E M E D E
C O M M U N I C A T I O N E T L E U R A P P L I C A T I O N A U N P R O C E D E D E N A V I G A T I O N
G R A P H I Q U E P O U R R E C U P E R E R L E S I N F O R M A T I O N S D A N S U N E B A S E D E
D O N N E E S I N F O R M A T I Q U E E T U N M O T E U R D E R E C H E R C H E S U R L ' I N T E R N E T**

Application: WO 2000IB1046 20000714 (PCT/WO IB0001046)

Publication Language:

English

Filing Language:

English

Fulltext Word Count:

9830

Publication Year:

2001

16/AN,AZ,TI,TD,6/23 (Item 23 from file: 349)

00784184

**A SYSTEM, METHOD FOR FIXED FORMAT STREAM COMMUNICATION IN A
COMMUNICATION SERVICES PATTERNS ENVIRONMENT
SYSTEME, PROCEDE ET ARTICLE POUR FLUX DE FORMAT FIXE DANS UN
ENVIRONNEMENT A CONFIGURATIONS DE SERVICES DE COMMUNICATION**

Application: WO 2000US24114 20000831 (PCT/WO US0024114)

Publication Language:

English

Filing Language:

English

Fulltext Word Count:

149954

Publication Year:

2001

16/AN,AZ,TI,TD,6/24 (Item 24 from file: 349)

00784140

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A GLOBALLY
ADDRESSABLE INTERFACE IN A COMMUNICATION SERVICES PATTERNS
ENVIRONMENT**

**SYSTEME, PROCEDE ET ARTICLE DE FABRI CATION S'APPLI QUANT DANS UN
ENVI RONNEMENT DE STRUCTURE DE SERVI CES DE COMMUNI CATIONS VIA UNE
I NTERFACE ADRESSABLE GLOBALEMENT**

Application: WO 2000US24198 20000831 (PCT/WO US0024198)

Publication Language:
English

Filing Language:
English

Fulltext Word Count:
150371

Publication Year:
2001

16/AN,AZ,TI,TD,6/25 (Item 25 from file: 349)

00784139

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A SELF-DESCRIBING
STREAM IN A COMMUNICATION SERVICES PATTERNS ENVIRONMENT
SYSTEME, PROCEDE ET ARTICLE DE FABRI CATION DESTINES A UN FLUX
D'AUTODESCRIPTEURS DANS UN ENVIRONNEMENT DE MODELES DE SERVI CES
DE COMMUNICATION**

Application: WO 2000US23999 20000831 (PCT/WO US0023999)

Publication Language:
English

Filing Language:
English

Fulltext Word Count:
150517

Publication Year:

2001

16/AN,AZ,TI,TD,6/26 (Item 26 from file: 349)

00784125

**SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR PIECEMEAL RETRIEVAL
IN AN INFORMATION SERVICES PATTERNS ENVIRONMENT
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION DESTINES A LA RECHERCHE
FRAGMENTAIRE DANS UN ENVIRONNEMENT DE MODELES DE SERVICES
D'INFORMATIONS**

Application: WO 2000US24085 20000831 (PCT/WO US0024085)

Publication Language:
English

Filing Language:
English

Fulltext Word Count:
150355

Publication Year:
2001

16/AN,AZ,TI,TD,6/27 (Item 27 from file: 349)

00784124

**SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR A REQUEST SORTER IN
A TRANSACTION SERVICES PATTERNS ENVIRONMENT
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION APPLIQUES DANS UN TRIEUR
DE REQUETES D'UN ENVIRONNEMENT DE STRUCTURES DE SERVICES DE
TRANSACTIONS**

Application: WO 2000US24082 20000831 (PCT/WO US0024082)

Publication Language:
English

Filing Language:
English

Fulltext Word Count:
150733

Publication Year:
2001

16/AN,AZ,TI,TD,6/28 (Item 28 from file: 349)

00761423

**A SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR EFFECTIVELY
CONVEYING WHICH COMPONENTS OF A SYSTEM ARE REQUIRED FOR
IMPLEMENTATION OF TECHNOLOGY
SYSTEME, PROCEDE ET ARTICLE MANUFACTURE POUR L'ACHEMINEMENT
EFFICACE DES
COMPOSANTS D'UN SYSTEME NECESSAIRES A LA MISE EN PRATIQUE D'UNE
TECHNOLOGIE**

Application: WO 2000US14457 20000524 (PCT/WO US0014457)

Publication Language:
English

Filing Language:
English

Fulltext Word Count:
150133

Publication Year:
2000

Dialog eLink: Order File History

16/3K/5 (Item 5 from file: 348)

DIALOG(R)File 348: EUROPEAN PATENTS

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02218972

User-defined dynamic collaborative environments

Fur den Benutzer definierte dynamische Umgebung der Zusammenarbeit

Environnements de collaboration dynamiques definis pour l'utilisateur

Patent Assignee:

- **SCIENCE APPLICATIONS INTERNATIONAL CORPORATION;** (755061)
10260 Campus Point Drive; San DiegoCalifornia 92121; (US)
(Applicant designated States: all)

Inventor:

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10260 Campus Point Drive; San Diego CA 92121; (US)
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10260 Campus Point Drive; San Diego CA 92121; (US)
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10260 Campus Point Drive; San Diego CA 92121; (US)
- **Nicholas John M.Science Appl. Internat. Corp.**
10260 Campus Point Drive; San Diego CA 92121; (US)
- **Wallo AndrewScience Appl. Internat. Corp.**
10260 Campus Point Drive; San Diego CA 92121; (US)
- **Kress Thomas P.Science Appl. Internat. Corp.**
10260 Campus Point Drive; San Diego CA 92121; (US)
- **Cheal Linda J.Science Appl. Internat. Corp.**
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- **Weatherbee James E. Jr.Science Appl. Intern. Corp**
10260 Campus Point Drive; San Diego CA 92121; (US)
- **Davies Linda M.Science Appl. Internat. Corp.**
10260 Campus Point Drive; San Diego CA 92121; (US)

Legal Representative:

- **Benech, Frederic (73642)**
146-150, Avenue des Champs-Elysees; 75008 Paris; (FR)

	Country	Number	Kind	Date	
Patent	EP	1770617	A1	20070404	(Basic)
Application	EP	2006013770		19990922	
Priorities	US	101431	P	19980922	

	US	399753		19990921	
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Designated States:

AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LI; LU; MC; NL; PT; SE;

Extended Designated States:

AL; LT; LV; MK; RO; SI;

Related Parent Numbers: Patent (Application):EP 1116132 (EP 99949786)

International Classification (Version 8) IPC	Level	Value	Position	Status	Version	Action	Source	Office
G06Q-0010/ 00	A	I	F	B	20060101	20070131	H	EP
G06Q-0010/ 00	A	I	F	B	20060101	20070131	H	EP

Abstract Word Count: 126

NOTE: 11

NOTE: Figure number on first page: 11

Legal Status Type	Pub. Date	Kind	Text
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Language Publication: English

Procedural: English

Application: English

Fulltext Availability Available Text	Language	Update	Word Count
CLAIMS A	(English)	200714	861
SPEC A	(English)	200714	25079
Total Word Count (Document A) 25940			
Total Word Count (Document B) 0			
Total Word Count (All Documents) 25940			

Specification: ...information. 2. Contact information - information indicating how the entity can be reached, how documents and mail messages can be routed to the entity. 3. Security Information - a password for each class... ...the signatories are to be informed. The options are: No notification from the signature system **Email** message **Email**

message with attachment of the information object. Posting on a signature **web** site The system accepts and implements the chosen method, which may be connected to the signature or a single **choice** applied to all signatories. Alternatively, the **method of notification** may be stored with the signature class definitions. In a signature process with no required order, e-mail notice may be sent simultaneously to all of the designated individuals at the time of... ..be notified. The electronic signature of the information object may be included in an e-mail message. 7. Accessing the signature system - The signature system can be implemented for access via... ..the user has previously downloaded the object or received it as an attachment to an **Email**, the user may access the secure hash code through the signature system and apply it... ..If the signature process is serial, the next person in the sequence is notified. E-mail notice can be sent to all signers when the last signature is collected. 10. Follow... ..a document is not signed within the specified period after notice, a follow-up e-mail can be sent as a reminder. Additional reminders may be sent at the same interval...

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16/3K/9 (Item 9 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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01555941

SYSTEM AND METHOD FOR CUSTOMER REQUESTS AND CONTACT MANAGEMENT SYSTEME ET PROCEDE POUR GERER DES DEMANDES ET DES COORDONNEES DE CLIENTS

Patent Applicant/ Patent Assignee:

- **247 CUSTOMER INC**
720 University Ave, Suite 100, Los Gatos, CA 95032; US; US (Residence); US (Nationality); (For all designated states except: US)

Inventor(s):

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120 Sierra Azule\$Los Gatos, CA 95032; US; (Designated for all)
- **MILLER Reagan R**
15442 Cactus Rock\$San Antonio, TX 78232; US; (Designated for all)

Legal Representative:

- **BOTJER William L(agent)**
P.O. Box 478, Center Moriches, NY 11934; US;

	Country	Number	Kind	Date
Patent	WO	2007100505	A2-A3	20070907
Application	WO	2007US3970		20070215
Priorities	US	2006360145		20060222

Designated States: (All protection types applied unless otherwise stated - for applications 2004+)

AE; AG; AL; AM; AT; AU; AZ; BA; BB; BG;
BR; BW; BY; BZ; CA; CH; CN; CO; CR; CU;
CZ; DE; DK; DM; DZ; EC; EE; EG; ES; FI;
GB; GD; GE; GH; GM; GT; HN; HR; HU; ID;
IL; IN; IS; JP; KE; KG; KM; KN; KP; KR;
KZ; LA; LC; LK; LR; LS; LT; LU; LV; LY;
MA; MD; MG; MK; MN; MW; MX; MY; MZ; NA;
NG; NI; NO; NZ; OM; PG; PH; PL; PT; RO;
RS; RU; SC; SD; SE; SG; SK; SL; SM; SV;
SY; TJ; TM; TN; TR; TT; UA; UG; US;
UZ; VC; VN; ZA; ZM; ZW;

[EP] AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; HU; IE; IS; IT; LT; LU;
LV; MC; NL; PL; PT; RO; SE; SI; SK; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] BW; GH; GM; KE; LS; MW; MZ; NA; SD; SL;
SZ; TZ; UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

International Patent Classes (Version 8/ R)

IPC	Level	Value	Position	Status	Version	Action	Source	Office
G06F-0009/ 46...								

Language Publication Language: English

Filing Language: English

Fulltext word count: 13230

Detailed Description:

...busy times for one or more modes of contacts, and so forth.

Customer 106 can **select** any **desired mode** of **contact** provided on **web** portal 118. For establishing a contact with customer service center 104, **web**-based system 102 is connected through one or more web-based applications 114 to customer... ..center 104. One or more web-based applications 114 include, but are not limited to, **chat** applications, **email** applications, Internet talk applications, and the like.

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16/3K/11 (Item 11 from file: 349)
DIALOG(R) File 349: PCT FULLTEXT
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01327652

MONITORING SYSTEM COMMUNICATION SYSTEM AND METHOD
SYSTEME DE COMMUNICATIONS ET PROCEDE POUR SYSTEME DE SURVEILLANCE

Patent Applicant/ Patent Assignee:

- **JERRY L MCKINNEY 2002 TRUST**
P.O. Box 697, Silsbee, TX 77656; US; US (Residence); US (Nationality); (For all designated states except: US)

Patent Applicant/ Inventor:

- **MCKINNEY Jerry L**
P.O. Box 697, Silsbee, TX 77656; US; US (Residence); US (Nationality)

Legal Representative:

- **BUSHMAN C James(agent)**
Browning Bushman, P.C., 5718 Westheimer, Suite 1800, Houston, TX 77057; US;

	Country	Number	Kind	Date
Patent	WO	200609740	A2-A3	20060126
Application	WO	2005US21142		20050615
Priorities	US	2004871106		20040618

Designated States: (All protection types applied unless otherwise stated - for applications 2004+)

AE; AG; AL; AM; AT; AU; AZ; BA; BB; BG;
BR; BW; BY; BZ; CA; CH; CN; CO; CR; CU;
CZ; DE; DK; DM; DZ; EC; EE; EG; ES; FI;
GB; GD; GE; GH; GM; HR; HU; ID; IL; IN;
IS; JP; KE; KG; KM; KP; KR; KZ; LC; LK;
LR; LS; LT; LU; LV; MA; MD; MG; MK; MN;
MW; MX; MZ; NA; NG; NI; NO; NZ; OM; PG;
PH; PL; PT; RO; RU; SC; SD; SE; SG; SK;
SL; SM; SY; TJ; TM; TN; TR; TT; TZ; UA;
UG; US; UZ; VC; VN; YU; ZA; ZM; ZW;

[EP] AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; HU; IE; IS; IT; LT; LU;
MC; NL; PL; PT; RO; SE; SI; SK; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] BW; GH; GM; KE; LS; MW; MZ; NA; SD; SL;
SZ; TZ; UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

International Patent Classes (Version 8/ R)

IPC	Level	Value	Position	Status	Version	Action	Source	Office
G06Q-0099/ 00... ...US								
G06F-0015/ 00...								

Language Publication Language: English

Filing Language: English

Fulltext word count: 12750

Detailed Description:

...service company 72 by virtually any desired communication format such as, for instance, e-mail 74, pager 76, and/or fax 78. By communications with the **website** 18, the service company may have an option to **select a desired communication means**. In one embodiment, if **desired**, a **selected** service personnel could be directly paged by notification module for a particular group of environmental...

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16/3K/16 (Item 16 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00912807

SYSTEM AND METHOD FOR A DIGITAL BUSINESS CARD

SYSTEME ET PROCEDE RELATIFS A UNE CARTE DE VISITE

Patent Applicant/ Patent Assignee:

- **VERISIGN INC**

1350 Charleston Road, Mountain View, CA 94043; US; US(Residence);
US(Nationality); (For all designated states except: US)

Patent Applicant/ Inventor:

- **DUTCHER William R**
328 Club View Drive, Great Falls, VA 22066; US; US(Residence); US(Nationality);
(Designated only for: US)
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4703 Rippling Pond Drive, Fairfax, VA 22033; US; US(Residence); US(Nationality);
(Designated only for: US)

Legal Representative:

- **RABENA John F(et al)(agent)**
SUGHRUE MION, PLLC, 2100 Pennsylvania Ave., N.W., Suite 800, Washington, DC
20037-3213; US;

	Country	Number	Kind	Date
Patent	WO	200246967	A1	20020613
Application	WO	2001US44699		20011207
Priorities	US	2000251587		20001207

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ,
DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD,
GE, GH, GM, HR, HU, ID, IL, IN, IS, JP,
KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT,
LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ,
NO, NZ, OM, PH, PL, PT, RO, RU, SD, SE,
SG, SI, SK, SL, TJ, TM, TR, TT, TZ, UA,
UG, US, UZ, VN, YU, ZA, ZM, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Main International Patent Classes (Version 7) :

IPC	Level
< B> G06F-017/30< /B>	Main

Language Publication Language: English
Filing Language: English
Fulltext word count: 6463

Detailed Description:

...links, which allow the recipient to select part of the display to send an e-mail or a Short Message System message, dial a phone number, or link to a Web site. The My Card may also indicate the subscriber's preferred method of being contacted, based on location or presence information that updates the My Card dynamically. My Cards could...

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16/3K/17 (Item 17 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
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00869198

SYSTEM AND METHOD FOR PROVIDING A MULTI-CHANNEL CUSTOMER INTERACTION CENTER

SYSTEME ET PROCEDE PERMETTANT D'ETABLIR UN CENTRE DE COMMUNICATION CLIENT MULTI-CANAUX

Patent Applicant/ Patent Assignee:

- **ACCENTURE LLP**
161 N. Clark Street, Chicago, IL 60601; US; US(Residence); US(Nationality)

Inventor(s):

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- **TYNAN Thomas G**
16 Bash Place, Houston, TX 77027; US
- **DRZEWICKI Robert P**
Apartment 4J, 245 E. 24th Street, New York, NY 10010; US

Legal Representative:

- **GARRETT Arthur S(et al)(agent)**
Finnegan, Henderson, Farabow, Garrett & Dunner, L.L.P., 1300 I Street, N.W., Washington, DC 20005-3315; US;

	Country	Number	Kind	Date
Patent	WO	200203292	A2	20020110

Application	WO	2001US20448		20010628
Priorities	US	2000608293		20000630

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ,
DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD,
GE, GH, GM, HR, HU, ID, IL, IN, IS, JP,
KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT,
LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ,
NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI,
SK, SL, TJ, TM, TR, TT, TZ, UA, UG, UZ,
VN, YU, ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Main International Patent Classes (Version 7) :

IPC	Level
< B> G06F-017/60< /B>	Main

Language Publication Language: English

Filing Language: English

Fulltext word count: 10524

Detailed Description:

...next level by further enabling customers to ask questions and get human assistance via the **web**. Customer can request assistance directly from the **web** by **indicating** their **preferred contact method**, including e-mail, a later callback, an immediate callback using a second **telephone** line, a **chat** window, or immediate voice interaction - using their multimedia computers and Internet telephony-to "talk through...

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16/3K/20 (Item 20 from file: 349)
DIALOG(R) File 349: PCT FULLTEXT
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00809393

SYSTEM AND METHOD FOR MANAGING TRANSACTIONS RELATING TO REAL ESTATE

SYSTEME ET METHODE DE GESTION DE TRANSACTIONS IMMOBILIERES

Patent Applicant/ Patent Assignee:

- **HOME LINK SERVICES INC**
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US; US(Residence); US(Nationality)

Inventor(s):

- **RAVELS William M Jr**
1580 Hillside Road, Fairfield, CT 06430; US

Legal Representative:

- **CHACLAS George N(agent)**
Cummings [entity:amp] Lockwood, Granite Square, 700 State Street, P.O. Box
1960, New Haven, CT 06509-1960; US;

	Country	Number	Kind	Date
Patent	WO	200143023	A2	20010614
Application	WO	2000US33030		20001206
Priorities	US	99459234		19991210

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
BR, BY, BZ, CA, CH, CN, CR, CU, CZ, DE,
DK, DM, DZ, EE, ES, FI, GB, GD, GE, GH,
GM, HR, HU, ID, IL, IN, IS, JP, KE, KG,
KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV,
MA, MD, MG, MK, MN, MW, MX, MZ, NO, NZ,
PL, PT, RO, RU, SD, SE, SG, SI, SK, SL,
TJ, TM, TR, TT, TZ, UA, UG, UZ, VN, YU,
ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Main International Patent Classes (Version 7) :

IPC	Level
< B> G06F-017/60< /B>	Main

Language Publication Language: English

Filing Language: English

Fulltext word count: 10128

Detailed Description:

...to utilize the vendor. For example, if a preferred mortgage company conducts itself on the Internet, the preferred mode of communication would indicate email and an email address would be included.

Dialog eLink: [Order File History](#)

16/3K/26 (Item 26 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00784125

**SYSTEM, METHOD, AND ARTICLE OF MANUFACTURE FOR PIECEMEAL RETRIEVAL
IN AN INFORMATION SERVICES PATTERNS ENVIRONMENT**

SYSTEME, PROCEDE ET ARTICLE DE FABRICATION DESTINES A LA RECHERCHE
FRAGMENTAIRE DANS UN ENVIRONNEMENT DE MODELES DE SERVICES
D'INFORMATIONS

Patent Applicant/ Patent Assignee:

- **ACCENTURE LLP**

1661 Page Mill Road, Palo Alto, CA 94304; US; US(Residence); US(Nationality)

Inventor(s):

- **BOWMAN-AMUAH Michel K**

6426 Peak Vista Circle, Colorado Springs, CO 80918; US

Legal Representative:

- **HICKMAN Paul L(agent)**

Oppenheimer Wolff & Donnelly, LLP, 38th Floor, 2029 Century Park East, Los Angeles, CA 90067-3024; US;

	Country	Number	Kind	Date
Patent	WO	200116705	A2-A3	20010308
Application	WO	2000US24085		20000831
Priorities	US	99386433		19990831

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY,
CA, CH, CN, CU, CZ, DE, DK, EE, ES, FI,
GB, GE, GH, GM, HR, HU, ID, IL, IS, JP,
KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT,
LU, LV, MD, MG, MK, MN, MW, MX, NO, NZ,
PL, PT, RO, RU, SD, SE, SG, SI, SK, SL,
TJ, TM, TR, TT, UA, UG, UZ, VN, YU, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Main International Patent Classes (Version 7):

IPC	Level
< B> G06F-009/44< /B>	Main

Language Publication Language: English

Filing Language: English

Fulltext word count: 150355

Detailed Description:

...content providers can broadcast their information directly to individual users' desktops. The technology uses the **I n t e r n e t**'s strengths as a two-way conduit by allowing people to **specify** the type of content they **want** to receive.

Content providers then seek to package the requested information for automatic distribution to... system software, database management systems, and communication networks. Examples of items to consider include E-**mail**, database, GUI tool, PC applications, other office systems, and business applications.

How scalable is the... ...1) Platform alternatives (hardware and operating system); and (2) Message-based architecture (relying on specific **mail** systems for much of the functionality) versus Database-based.

What is the nature of the...organization needs to know about its customers, including customer information (e.g., name, address, and **telephone** number), how to add new customers, a customer's buying habits (although this might belong...organization needs to know about its customers, including customer information (e.g., name, address, and **telephone** number), how to add new customers, a customer's buying habits (although this might belong...

IV. Text Search Results from Dialog

A. NPL Files, Abstract

? show files

File 471:New York Times Fulltext 1980-2009/Mar 22
(c) 2009 The New York Times
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
(c) 2002 Gale/Cengage
File 155:MEDLINE(R) 1950-2009/Mar 19
(c) format only 2009 Dialog
File 474:New York Times Abs 1969-2009/Mar 23
(c) 2009 The New York Times
File 475:Wall Street Journal Abs 1973-2009/Mar 21
(c) 2009 The New York Times
File 35:Dissertation Abs Online 1861-2009/Feb
(c) 2009 ProQuest Info&Learning
File 65:Inside Conferences 1993-2009/Mar 23
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File 99:Wilson Appl. Sci & Tech Abs 1983-2009/Feb
(c) 2009 The HW Wilson Co.
File 256:TecInfoSource 82-2009/Oct
(c) 2009 Info.Sources Inc
File 5:Biosis Previews(R) 1926-2009/Mar W3
(c) 2009 The Thomson Corporation
File 73:EMBASE 1974-2009/Mar 20
(c) 2009 Elsevier B.V.
File 34:SciSearch(R) Cited Ref Sci 1990-2009/Mar W3
(c) 2009 The Thomson Corp
File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec
(c) 2006 The Thomson Corp
File 2:INSPEC 1898-2009/Mar W3
(c) 2009 Institution of Electrical Engineers

? ds

Set	Items	Description
S1	134343	(REPLY OR NOTIFICATION OR NOTIFY??? OR ALERT??? OR COMMUNICAT??? OR CONTACT??? OR INFORM OR INFORMS OR INFORMING OR REACH???) (2N) (MODE OR SYSTEM OR ARRANGEMENT OR MEANS OR MECHANISM OR METHOD OR MANNER)
S2	42803	SET OR SETS OR SETTING OR SPECIFY??? OR SELECT??? OR DECID-??? OR SPECIFIE? ? OR DESIGNAT??? OR INDICAT??? OR STIPULAT???

OR ELECT??? OR OPT OR OPTS OR OPTING OR STATE OR STATED OR CHOICE OR CHOOS???

S3 21704 PREFERENCE OR PREFER OR PREFERS OR DESIRED OR REQUIRE? ? OR WANT OR CHOICE OR PREFERRED OR FAVORED OR FAVOURED OR FAVORITE OR FAVOURITE OR OPTIM?? OR PERSONALI? OR INDIVIDUALI? OR DESIRABLE

S4 134343 (REPLY OR NOTIFICATION OR NOTIFY??? OR ALERT??? OR COMMUNICAT??? OR CONTACT??? OR INFORM OR INFORMS OR INFORMING OR REACH???) (2N) (MODE OR SYSTEM OR ARRANGEMENT OR MEANS OR MECHANISM OR METHOD OR MANNER)

S5 8702 CYBER OR CYBERSPACE OR VIRTUAL?? OR INTERNET OR WEB OR HOME() (PAGE OR PAGES OR SITE OR SITES) OR WEBPAGE OR WEBPAGES OR HOMEPAGE OR HOMEPAGES OR WEBSITE OR WEBSITES OR ONLINE OR ON(-)LINE OR EXTRANET OR EXTRANETS OR INTRANET OR INTRANETS

S6 3073 S2(5N)S3

S7 321 S4(7N)S6

S8 13 S5(S)S7

S9 21 S5 AND S7

S10 8585 EMAIL OR PHONE OR TELEPHONE OR MAIL OR LETTER OR IM OR INSTANT() MESSAGE OR FAX OR FAXES OR TELEFACSIMILE OR CHAT

S11 6 S9 AND S10

S12 2721 S2(3N)S3

S13 4823 S4(S)S10

S14 48 S5 AND S12 AND S13

S15 21 S14 NOT PY> 2000

S16 19 RD (unique items)

16/6/1 (Item 1 from file: 471)
 DIALOG(R)File 471: New York Times Fulltext
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04019394 083500000706
Millions Phoning Online, Finding Price Is Right Even if Quality Isn't
 Thursday July 6 2000
Word Count: 1470

16/6/2 (Item 2 from file: 471)
 DIALOG(R)File 471: New York Times Fulltext
 (c) 2009 The New York Times. All rights reserved.

03996754 864064000420
Untangling The Web's Languages
 Thursday April 20 2000
Word Count: 1359

16/6/3 (Item 3 from file: 471)
DIALOG(R)File 471: New York Times Fulltext
(c) 2009 The New York Times. All rights reserved.

03864605 065790990128
What's in a Name? Sometimes E-Mail Chaos
Thursday January 28 1999
Word Count: 1965

16/6/4 (Item 4 from file: 471)
DIALOG(R)File 471: New York Times Fulltext
(c) 2009 The New York Times. All rights reserved.

03802331 600415980626
For Local Bells, a Bright Side to the AT&T Deal
Friday June 26 1998
Word Count: 1117

16/6/5 (Item 5 from file: 471)
DIALOG(R)File 471: New York Times Fulltext
(c) 2009 The New York Times. All rights reserved.

03729736 692670971020
Patents; A system that effortlessly switches telephone calls between cellular and land-line networks.
Monday October 20 1997
Word Count: 1056

16/6/6 (Item 6 from file: 471)
DIALOG(R)File 471: New York Times Fulltext
(c) 2009 The New York Times. All rights reserved.

03696363 610810970615
GETTING PAST BLAME; How Can We Save the Next Victim?
Sunday June 15 1997
Word Count: 7522

16/6/7 (Item 7 from file: 471)
DIALOG(R)File 471: New York Times Fulltext
(c) 2009 The New York Times. All rights reserved.

03071383 033340951002

On-Line Middleman Opens for Business

Monday October 2 1995

Word Count: 1083

16/6/8 (Item 8 from file: 471)

DIALOG(R)File 471: New York Times Fulltext

(c) 2009 The New York Times. All rights reserved.

02882219 838225941116

Guidelines For Classes On Civics Are Issued

Wednesday November 16 1994

Word Count: 581

16/6/9 (Item 9 from file: 471)

DIALOG(R)File 471: New York Times Fulltext

(c) 2009 The New York Times. All rights reserved.

02843375 424170940619

Getting Down to Business on the Net

Sunday June 19 1994

Word Count: 3289

16/6/10 (Item 10 from file: 471)

DIALOG(R)File 471: New York Times Fulltext

(c) 2009 The New York Times. All rights reserved.

02650035 824712930625

Short Sales Outstanding Rise to Record Level

Friday June 25 1993

Word Count: 7444

16/6/11 (Item 11 from file: 471)

DIALOG(R)File 471: New York Times Fulltext

(c) 2009 The New York Times. All rights reserved.

02444578 752720920528

A Record for Short Sales Outstanding on Nasdaq

Thursday May 28 1992

Word Count: 7367

16/6/12 (Item 12 from file: 471)
DIALOG(R)File 471: New York Times Fulltext
(c) 2009 The New York Times. All rights reserved.

02405650 321435920125
Open Positions on Short Sales Off 5.3% on Nasdaq
Saturday January 25 1992
Word Count: 8720

16/6/13 (Item 13 from file: 471)
DIALOG(R)File 471: New York Times Fulltext
(c) 2009 The New York Times. All rights reserved.

02302879 962856911225
Uncovered Short Sales Decline 0.7% on Nasdaq
Wednesday December 25 1991
Word Count: 8109

16/6/14 (Item 14 from file: 471)
DIALOG(R)File 471: New York Times Fulltext
(c) 2009 The New York Times. All rights reserved.

02296238 619302911127
Open Positions on Short Sales Increase by 3% on Nasdaq
Wednesday November 27 1991
Word Count: 8568

16/6/15 (Item 15 from file: 471)
DIALOG(R)File 471: New York Times Fulltext
(c) 2009 The New York Times. All rights reserved.

02243314 585998910602
Pursuing Al Sikes's Grand Agenda
Sunday June 2 1991
Word Count: 2786

16/6/16 (Item 16 from file: 471)
DIALOG(R)File 471: New York Times Fulltext
(c) 2009 The New York Times. All rights reserved.

01312659 008551860105
THE EXECUTIVE COMPUTER; SELECTING THE RIGHT SOFTWARE LAN

Sunday January 5 1986
Word Count: 1072

16/6/17 (Item 1 from file: 256)
DIALOG(R)File 256: TecInfoSource
(c) 2009 Info.Sources Inc. All rights reserved.

00154634 **Document Type:** Review

Product Names: Bluetooth (841455); CN620 (235156); iPAQ Pocket PC (140031)

Title: Sowing the seeds of seamless roaming Dec 10, 2004
Revision Date: 20081100

16/6/18 (Item 1 from file: 2)
DIALOG(R)File 2: INSPEC
(c) 2009 Institution of Electrical Engineers. All rights reserved.

07865828 **INSPEC Abstract Number:** C2001-04-6180-049
Title: The effect of communication modality on cooperation in online environments
Publication Date: 2000
Copyright 2001, IEE

16/6/19 (Item 2 from file: 2)
DIALOG(R)File 2: INSPEC
(c) 2009 Institution of Electrical Engineers. All rights reserved.

06971856 **INSPEC Abstract Number:** B9808-6210L-180, C9808-0230-035
Title: Videocommunications as a medium for informal communication?
Publication Date: 1997
Copyright 1998, IEE

16/3,K/7 (Item 7 from file: 471)
DIALOG(R)File 471: New York Times Fulltext
(c) 2009 The New York Times. All rights reserved.

03071383 **NYT Sequence Number:** 033340951002 (**USE FORMAT 7 FOR FULLTEXT**)

On-Line Middleman Opens for Business

PETER H. LEWIS

New York Times , Late Edition - Final ED , Col 1 , p 5

Monday October 2 1995

Document Type: Newspaper **Language:** English

Record Type: Fulltext

Word Count: 1083

NYT Sequence Number: (**USE FORMAT 7 FOR FULLTEXT**)

On-Line Middleman Opens for Business

Text:

After waiting nearly 20 years for the **on-line** information industry to catch up with his vision of computer-based electronic shopping, Walter A...

...true. And if the analysts are right, the sleepy world of electronic commerce on the **Internet** is about to wake up.

Mr. Forbes's membership-based shopping service, Shoppers Advantage, opened for business recently on the **Internet's** World Wide **Web** with a data base of more than 250,000 brand-name discount-price products, from...
...be joined by affiliated services -- Travel Advantage, Premier Dining, and Autovantage are among them -- enabling **on-line** customers to shop for vacations, automobiles, annuities and restaurant meals, as well. The service acts as an **on-line** broker, displaying wares and taking orders and payment. The orders are passed along to the...

...or through "800" number telephone services.

Although Shoppers Advantage is the newest entrant in the **Internet** shopping derby, the company that operates it was actually the first to explore the idea...

...paying customers worldwide, the vast majority of them for shopping services that use more traditional **means of communication**, like the **telephone**.

Shoppers Advantage has been on the Compuserve **on-line** service for more than a decade, and it is also available on America **Online**, Prodigy, Genie and Delphi. But so far, only about 200,000 people have signed up for these **on-line** versions of Shoppers Advantage, which are crude compared with the new form of the service that began operating on the World Wide **Web** on Sept. 20. CUC International declined to discuss how many visitors and buyers its **Web** site had attracted.

Although personal computers can be found in as many as 40 million...

...homes and more than 8.5 million Americans use those computers to tap into the **I n t e r n e t** and **on-line** information networks, electronic shopping has lagged behind, in part because of concerns about privacy and security. The news several weeks ago of a security flaw in the World Wide **Web** "browser" software made by the Netscape Communications Corporation did little to fortify the public's confidence in **on-line** commerce.

Netscape officials promised to patch the flaw quickly, and new security precautions are being designed for the **I n t e r n e t** itself, including dueling technologies that are backed by Visa U.S.A. Inc. in one...

...members the option of placing orders by telephone.

The telephone has always been the second **choice** -- albeit a lucrative one -- for Mr. Forbes. As a graduate student at Harvard Business School...

...eventually allow manufacturers and consumers to conduct business directly.

The theoretical advantages were compelling. An **on-line** retailer would pass orders to the manufacturer, which would ship products to the consumer at...

...a billion and a half for this year, with only a small contribution from the **on-line** world," Mr. Forbes said, adding dryly, "The interim business turned out to be a heck...

...electronic business are getting lower, Mr. Arlen said. At the same time, the audience for **on-line** shopping is growing at double-digit rates each year.

Mary Emerson, a technical writer for I.B.M. in San Jose, Calif., said she had been using Shoppers Advantage **on line** for the last three years, researching prices and products and buying "anything from computer equipment...

"Shopping **on line**," she said, "is extremely convenient."

Captions: Photo: The Shoppers Advantage site on the **I n t e r n e t**'s World Wide Web opens doors to a data base of more than 250,000 brand...

Company Names: CUC INTERNATIONAL INC; WORLD WIDE **WEB**

Descriptors: ELECTRONIC INFORMATION SYSTEMS; **I N T E R N E T** (COMPUTER NETWORK)

16/3,K/8 (Item 8 from file: 471)

DIALOG(R)File 471: New York Times Fulltext

(c) 2009 The New York Times. All rights reserved.

02882219 **NYT Sequence Number:** 838225941116 (**USE FORMAT 7 FOR FULLTEXT**)

Guidelines For Classes On Civics Are Issued

KAREN DE WITT,

New York Times , Late Edition - Final ED , Col 1 , p 9

Wednesday November 16 1994

Document Type: Newspaper **Language:** English

Record Type: Fulltext **Section Heading:** SECTB

Word Count: 581

Captions: ...what they wish, enjoy the privacy of their homes and practice the religion of their **choice**.

Political rights to express their opinions, vote, meet or associate with others and ask government... ...and manage disputes about law.

HIGH SCHOOL

How does the American political system provide for **choice** and opportunities for participation? Students should be able to:

Explain the meaning and importance of... ...the role in American politics of television, radio, the press, newsletters, data bases and emerging **means of communication**, e.g., the **Internet**, **faxes**, electronic **mail**.

Compare and contrast various forms of political persuasion and discuss the extent to which traditional...

16/3,K/18 (Item 1 from file: 2)

DIALOG(R)File 2: INSPEC

(c) 2009 Institution of Electrical Engineers. All rights reserved.

07865828 **INSPEC Abstract Number:** C2001-04-6180-049

Title: The effect of communication modality on cooperation in online environments

Author Jensen, C.; Farnham, S.D.; Drucker, S.M.; Kollock, P.

Author Affiliation: Coll. of Comput., Georgia Inst. of Technol., Atlanta, GA, USA

Conference Title: CHI 2000 Conference Proceedings. Conference on Human Factors in Computing Systems. CHI 2000. The Future is Here p. 470-7

Editor(s): Turner, T.; Szwillus, G.; Czerwinski, M.; Paterno, F.

Publisher: ACM , New York, NY, USA

Publication Date: 2000 **Country of Publication:** USA xvii+ 588 pp.

ISBN: 1 58113 216 6 **Material Identity Number:** XX-2000-00744

U.S. Copyright Clearance Center Code: 1 58113 216 6/2000/04...\$5.00

Conference Title: Proceedings of CHI 2000

Conference Sponsor: ACM

Conference Date: 1-6 April 2000 **Conference Location:** The Hague, Netherlands

Language: English

Subfile: C

Copyright 2001, IEE

Title: The effect of communication modality on cooperation in online environments

Abstract: ...cooperation and trust. When individuals are able to communicate, cooperation increases significantly. How does the **choice** of communication modality influence this effect? We adapt the social dilemma research paradigm to quantitatively

analyze different modes of **communication**. Using this **method**, we compare four forms of communication: no communication, text-**chat**, text-to-speech, and voice. We found statistically significant differences between different forms of communication... ...highlight the importance of striving towards the use of more immediate forms of communication in **online** environments, especially where trust and cooperation are essential. In addition, our research demonstrates the applicability...

Descriptors: ...**Internet**;

Identifiers: ...**online** environments

B. NPL Files, Full-text

Full text NPL files - 1

? show files

File 20:Dialog Global Reporter 1997-2009/Mar 23
(c) 2009 Dialog

? ds

Set	Items	Description
S1	100015	(REPLY OR NOTIFICATION OR NOTIFY??? OR ALERT??? OR COMMUNICAT??? OR CONTACT??? OR INFORM OR INFORMS OR INFORMING OR REACH???) (2N) (MODE OR SYSTEM OR ARRANGEMENT OR MEANS OR MECHANISM OR METHOD OR MANNER)
S2	66085	SET OR SETS OR SETTING OR SPECIFY??? OR SELECT??? OR DECID??? OR SPECIFIE? ? OR DESIGNAT??? OR INDICAT??? OR STIPULAT??? OR ELECT??? OR OPT OR OPTS OR OPTING OR STATE OR STATED OR CHOICE OR CHOOS???
S3	41150	PREFERENCE OR PREFER OR PREFERS OR DESIRED OR REQUIRE? ? OR WANT OR CHOICE OR PREFERRED OR FAVORED OR FAVOURED OR FAVORITE OR FAVOURITE OR OPTIM?? OR PERSONALI? OR INDIVIDUALI? OR DESIRABLE
S4	100015	(REPLY OR NOTIFICATION OR NOTIFY??? OR ALERT??? OR COMMUNICAT??? OR CONTACT??? OR INFORM OR INFORMS OR INFORMING OR REACH???) (2N) (MODE OR SYSTEM OR ARRANGEMENT OR MEANS OR MECHANISM OR METHOD OR MANNER)
S5	48681	CYBER OR CYBERSPACE OR VIRTUAL?? OR INTERNET OR WEB OR HOME() (PAGE OR PAGES OR SITE OR SITES) OR WEBPAGE OR WEBPAGES OR HOMEPAGE OR HOMEPAGES OR WEBSITE OR WEBSITES OR ONLINE OR ON(-)LINE OR EXTRANET OR EXTRANETS OR INTRANET OR INTRANETS
S6	8387	S2(5N)S3
S7	289	S4(7N)S6
S8	88	S5(S)S7
S9	7656	S2(3N)S3
S10	324	S4(10N)S9
S11	87	S5(S)S10
S12	42665	EMAIL OR PHONE OR TELEPHONE OR MAIL OR LETTER OR IM OR INSTANT()MESSAGE OR FAX OR FAXES OR TELEFACSIMILE OR CHAT
S13	64	S12(S)(S8 OR S11)
S14	12	S13 NOT PY> 2000
S15	11	RD (unique items)

15/6/1

DIALOG(R)File 20: Dialog Global Reporter
(c) 2009 Dialog. All rights reserved.

14226085 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Always on call

December 14, 2000

Word Count: 468

15/6/2

DIALOG(R)File 20: Dialog Global Reporter
(c) 2009 Dialog. All rights reserved.

13098985 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Point Announces First True Channel-Independent e-CRM Solution

October 02, 2000

Word Count: 970

15/6/3

DIALOG(R)File 20: Dialog Global Reporter
(c) 2009 Dialog. All rights reserved.

13098956 (USE FORMAT 7 OR 9 FOR FULLTEXT)

(CNW) Point Announces First True Channel-Independent e-CRM Solution

October 02, 2000

Word Count: 976

15/6/4

DIALOG(R)File 20: Dialog Global Reporter
(c) 2009 Dialog. All rights reserved.

11603297 (USE FORMAT 7 OR 9 FOR FULLTEXT)

RetailExchange.com Facilitates the Selling of Excess Consumer Goods With New Web Site Features

June 21, 2000

Word Count: 409

15/6/5

DIALOG(R)File 20: Dialog Global Reporter
(c) 2009 Dialog. All rights reserved.

10945667 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Money Marketing: News: Digest

April 13, 2000

Word Count: 175

15/6/6

DIALOG(R)File 20: Dialog Global Reporter

(c) 2009 Dialog. All rights reserved.

10913153 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Open Port Releases New Version of IP LaunchPad, Enhanced IP Messaging Services Platform

May 08, 2000

Word Count: 1049

15/6/7

DIALOG(R)File 20: Dialog Global Reporter

(c) 2009 Dialog. All rights reserved.

09991747 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Internet Marketers In Favor Of Opt-In E-mail

March 09, 2000

Word Count: 589

15/6/8

DIALOG(R)File 20: Dialog Global Reporter

(c) 2009 Dialog. All rights reserved.

09977846 (USE FORMAT 7 OR 9 FOR FULLTEXT)

marketers have voted overwhelmingly in favor of opt-in email marketing services

March 09, 2000

Word Count: 513

15/6/9

DIALOG(R)File 20: Dialog Global Reporter

(c) 2009 Dialog. All rights reserved.

08045158 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Cisco Delivers Comprehensive Customer Interaction Software Suite, Including New E-mail Product; New Suite Ships as Cisco Completes the Acquisition of WebLine Communications

November 02, 1999
Word Count: 1034

15/6/10
DIALOG(R)File 20: Dialog Global Reporter
(c) 2009 Dialog. All rights reserved.

03856786 (**USE FORMAT 7 OR 9 FOR FULLTEXT**)
Prodigy Internet Delivers Holiday Cheer and Choice
December 26, 1998
Word Count: 413

15/6/11
DIALOG(R)File 20: Dialog Global Reporter
(c) 2009 Dialog. All rights reserved.

03004394
Contigo's New Internet Conferencing System Delivers Comprehensive Virtual-Conferencing Capabilities for Sales, Marketing and Training
October 05, 1998
Word Count: 854

15/3,K/1
DIALOG(R)File 20: Dialog Global Reporter
(c) 2009 Dialog. All rights reserved.

14226085 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Always on call

Shashikala M S
ECONOMIC TIMES
December 14, 2000
Journal Code: WETI **Language:** English **Record Type:** FULLTEXT
Word Count: 468
(USE FORMAT 7 OR 9 FOR FULLTEXT)

...contact agent then will contact you using the medium of your choice either through a **telephone, chat** or **e-mail**. The agent can see the same screen that you are stuck with and tell you...

15/3,K/2
DIALOG(R)File 20: Dialog Global Reporter
(c) 2009 Dialog. All rights reserved.

13098985 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Point Announces First True Channel-Independent e-CRM Solution

PR NEWSWIRE
October 02, 2000
Journal Code: WPRW **Language:** English **Record Type:** FULLTEXT
Word Count: 970
(USE FORMAT 7 OR 9 FOR FULLTEXT)

...maximum customer satisfaction and retention. Customers can choose their preferred method of contact, including voice, **web, chat, e-mail, fax**, face-to-face, WAP (Wireless Application Protocol) and PDA (Personal Digital Assistants) devices.

15/3,K/7
DIALOG(R)File 20: Dialog Global Reporter
(c) 2009 Dialog. All rights reserved.

09991747 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Internet Marketers In Favor Of Opt-In E-mail

NEWSBYTES
March 09, 2000
Journal Code: FNEW **Language:** English **Record Type:** FULLTEXT

Word Count: 589

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...marketing show in Seattle earlier this month. According to NetCreations, the direct marketers also overwhelming **avored opt-in e-mail** marketing services as the right **means** to **reach** consumers.

"That an overwhelming majority of the respondents to our second survey preferred opt-in...

Full text NPL files - 2

? show files

File 634: San Jose Mercury Jun 1985-2009/Mar 20
(c) 2009 San Jose Mercury News
File 610: Business Wire 1999-2009/Mar 23
(c) 2009 Business Wire.
File 613: PR Newswire 1999-2009/Mar 23
(c) 2009 PR Newswire Association Inc
File 810: Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire
File 813: PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc
File 996: Newsroom 2000-2003
(c) 2008 Dialog
File 75: TGG Management Contents(R) 86-2009/Feb W3
(c) 2009 Gale/Cengage
File 149: TGG Health&Wellness DB(SM) 1976-2009/Feb W4
(c) 2009 Gale/Cengage
File 444: New England Journal of Med. 1985-2009/Nov W5
(c) 2009 Mass. Med. Soc.
File 9: Business & Industry(R) Jul/1994-2009/Mar 21
(c) 2009 Gale/Cengage
File 56: Computer and Information Systems Abstracts 1966-2009/Mar
(c) 2009 CSA.

? ds

Set	Items	Description
S1	153610	(REPLY OR NOTIFICATION OR NOTIFY??? OR ALERT??? OR COMMUNICAT??? OR CONTACT??? OR INFORM OR INFORMS OR INFORMING OR REACH???) (2N) (MODE OR SYSTEM OR ARRANGEMENT OR MEANS OR MECHANISM OR METHOD OR MANNER)
S2	102976	SET OR SETS OR SETTING OR SPECIFY??? OR SELECT??? OR DECID-??? OR SPECIE? ? OR DESIGNAT??? OR INDICAT??? OR STIPULAT??? OR ELECT??? OR OPT OR OPTS OR OPTING OR STATE OR STATED OR CHOICE OR CHOOS???
S3	67656	PREFERENCE OR PREFER OR PREFERS OR DESIRED OR REQUIRE? ? OR WANT OR CHOICE OR PREFERRED OR FAVORED OR FAVOURED OR FAVORITE OR FAVOURITE OR OPTIM?? OR PERSONALI? OR INDIVIDUALI? OR DESIRABLE
S4	153610	(REPLY OR NOTIFICATION OR NOTIFY??? OR ALERT??? OR COMMUNICAT??? OR CONTACT??? OR INFORM OR INFORMS OR INFORMING OR REACH???) (2N) (MODE OR SYSTEM OR ARRANGEMENT OR MEANS OR MECHANISM OR METHOD OR MANNER)

S5 78044 CYBER OR CYBERSPACE OR VIRTUAL?? OR INTERNET OR WEB OR HOME()
E()(PAGE OR PAGES OR SITE OR SITES) OR WEBPAGE OR WEBPAGES OR
HOMEPAGE OR HOMEPAGES OR WEBSITE OR WEBSITES OR ONLINE OR ON(-
)LINE OR EXTRANET OR EXTRANETS OR INTRANET OR INTRANETS

S6 16583 S2(5N)S3

S7 478 S4(7N)S6

S8 115 S5(S)S7

S9 65224 EMAIL OR PHONE OR TELEPHONE OR MAIL OR LETTER OR IM OR INSTANT()
MESSAGE OR FAX OR FAXES OR TELEFACSIMILE OR CHAT

S10 72 S8(S)S9

S11 15197 S2(3N)S3

S12 14019 S4(10N)S9

S13 103 S5(S)S11(S)S12

S14 11510 S4(7N)S9

S15 58 S5(S)(S11(20N)S12)

S16 23 S15 NOT PY> 2000

S17 20 RD (unique items)

17/6/1 (Item 1 from file: 610)
DIALOG(R)File 610: Business Wire
(c) 2009 Business Wire. All rights reserved.

00211826 20000309069B8191 (USE FORMAT 7 FOR FULLTEXT)
**Internet Marketers Vote in Favor of Opt-in Email: NetCreations Inc. Sponsors
Key Internet Marketing Surveys**
Thursday , March 9, 2000 07:52 EST
Word Count: 772

17/6/2 (Item 2 from file: 610)
DIALOG(R)File 610: Business Wire
(c) 2009 Business Wire. All rights reserved.

00131382 19991102306B0407 (USE FORMAT 7 FOR FULLTEXT)
**Cisco Delivers Comprehensive Customer Interaction Software Suite, Including
New E-mail Product; New Suite Ships as Cisco Completes the Acquisition of
WebLine Communications**
Tuesday , November 2, 1999 14:19 EST
Word Count: 977

17/6/3 (Item 1 from file: 613)
DIALOG(R)File 613: PR Newswire
(c) 2009 PR Newswire Association Inc. All rights reserved.

00426538 20001002NEM001 (USE FORMAT 7 FOR FULLTEXT)

Point Announces First True Channel-Independent E-Crm Solution

Monday , October 2, 2000 06:59 EDT

Word Count: 1,005

17/6/4 (Item 2 from file: 613)

DIALOG(R)File 613: PR Newswire

(c) 2009 PR Newswire Association Inc. All rights reserved.

00409322 20000907CHTH003 (USE FORMAT 7 FOR FULLTEXT)

Notify Technology Announces An Agreement for Sprint to Utilize 'Visual Got Mail' System

Thursday , September 7, 2000 08:02 EDT

Word Count: 395

17/6/5 (Item 1 from file: 810)

DIALOG(R)File 810: Business Wire

(c) 1999 Business Wire . All rights reserved.

0610746 BW1024

ASPECT TELECOMM : Aspect Telecommunications Integrates the Web into the Call Center to Deliver New Levels of Customer Service; Dynamic Web page creation, callback from a live agent, automatic notification and comprehensive reports highlight Aspect Interactive Web

August 05, 1996

17/6/6 (Item 1 from file: 813)

DIALOG(R)File 813: PR Newswire

(c) 1999 PR Newswire Association Inc. All rights reserved.

1417345 ATF012

Hingepoint Productions Launches NBA on TNT Web Site Just In Time for the Start of the Hoops Season

Date: February 5, 1999

Word Count: 456

17/6/7 (Item 2 from file: 813)

DIALOG(R)File 813: PR Newswire

(c) 1999 PR Newswire Association Inc. All rights reserved.

0892862 NEW007

LOTUS ANNOUNCES LOTUS NOTES MAIL

Date: December 13, 1995

Word Count: 1,956

17/6/8 (Item 1 from file: 996)

DIALOG(R)File 996: Newsroom 2000-2003

(c) 2008 Dialog. All rights reserved.

0189028475 159U0VTU

Human search engines: The next killer app?

EContent

Sunday , December 31, 2000

Word Count: 4,393

17/6/9 (Item 2 from file: 996)

DIALOG(R)File 996: Newsroom 2000-2003

(c) 2008 Dialog. All rights reserved.

0143034071 156Y118Q

(CNW) Point Announces First True Channel-Independent e-CRM Solution

Canada Newswire

Monday , October 2, 2000

Word Count: 1,054

17/6/10 (Item 3 from file: 996)

DIALOG(R)File 996: Newsroom 2000-2003

(c) 2008 Dialog. All rights reserved.

0095512567 153Z0E8Q

INSTANT INTRUSION Don't send Instant Messages just because you can

Dayton Daily News (OH)

Sunday , July 2, 2000

Word Count: 920

17/6/11 (Item 4 from file: 996)

DIALOG(R)File 996: Newsroom 2000-2003

(c) 2008 Dialog. All rights reserved.

0094028811 153W0W4A

How electronic commerce has led to the return of personalized marketing

Business Perspectives

Friday , June 30, 2000

Word Count: 2,568

17/6/12 (Item 5 from file: 996)
DIALOG(R)File 996: Newsroom 2000-2003
(c) 2008 Dialog. All rights reserved.

0091512331 153R0E1A

AOL'S INSTANT MESSAGING CAN MANGLE ONE'S PRIVACY RECIPIENT MIGHT NOT WANT TO CHAT

Atlanta Journal and Constitution (GA)

Sunday , June 25, 2000

Word Count: 911

17/6/13 (Item 6 from file: 996)
DIALOG(R)File 996: Newsroom 2000-2003
(c) 2008 Dialog. All rights reserved.

0054006943 151E06SY

Digest

MONEY MARKETING

Thursday , April 13, 2000

Word Count: 181

17/6/14 (Item 7 from file: 996)
DIALOG(R)File 996: Newsroom 2000-2003
(c) 2008 Dialog. All rights reserved.

0036029408 15080WQZ

Internet Marketers In Favor Of Opt-In E-mail 03/ 09/ 00.(Industry Trend or Event)

Newsbytes PM

Thursday , March 9, 2000

Word Count: 648

17/6/15 (Item 8 from file: 996)
DIALOG(R)File 996: Newsroom 2000-2003
(c) 2008 Dialog. All rights reserved.

0036013718 15080FEP

Internet Marketers In Favor Of Opt-In E-mail

NEWSBYTES

Thursday , March 9, 2000

Word Count: 638

17/6/16 (Item 1 from file: 9)
DIALOG(R)File 9: Business & Industry(R)
(c) 2009 Gale/Cengage. All rights reserved.

02314033 Supplier Number: 25900412
FSA to establish standards for selling insurance online
November 13, 2000

17/6/17 (Item 2 from file: 9)
DIALOG(R)File 9: Business & Industry(R)
(c) 2009 Gale/Cengage. All rights reserved.

02246541 Supplier Number: 25812031 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Sales Reps To Try Wireless CRM
August 28, 2000
Word Count: 477

17/6/18 (Item 3 from file: 9)
DIALOG(R)File 9: Business & Industry(R)
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02135225 Supplier Number: 25666951 (USE FORMAT 7 OR 9 FOR FULLTEXT)
West Bromwich Building Society
April 13, 2000
Word Count: 170

17/6/19 (Item 4 from file: 9)
DIALOG(R)File 9: Business & Industry(R)
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01393673 Supplier Number: 24058501
NEWS BRIEFS
October 17, 1997
Word Count: 737

17/6/20 (Item 1 from file: 56)
DIALOG(R)File 56: Computer and Information Systems Abstracts
(c) 2009 CSA. All rights reserved.

0000345163 IP Accession No: 489376

Effect of communication modality on cooperation in online environments

Publication Date: 2000

17/3,K/4 (Item 2 from file: 613)
DIALOG(R)File 613: PR Newswire
(c) 2009 PR Newswire Association Inc. All rights reserved.

00409322 20000907CHTH003 (**USE FORMAT 7 FOR FULLTEXT**)
Notify Technology Announces An Agreement for Sprint to Utilize 'Visual Got Mail' System

PR Newswire
Thursday , September 7, 2000 08:02 EDT
Journal Code: PR **Language:** ENGLISH **Record Type:** FULLTEXT **Document Type:** NEWSWIRE
Word Count: 395

Text:

...The email information can then be viewed on the eView 100 display device, a small **Internet** voice appliance similar to a caller-ID box that connects to the home **telephone** line. The **system** provides **notification** of up to 25 new **email** messages for an account. Users can **decide** whether they **want** to go **on-line** and retrieve their new email messages or wait until later.

17/3,K/5 (Item 1 from file: 810)
DIALOG(R)File 810: Business Wire
(c) 1999 Business Wire . All rights reserved.

0610746 BW1024

ASPECT TELECOMM : Aspect Telecommunications Integrates the Web into the Call Center to Deliver New Levels of Customer Service; Dynamic Web page creation, callback from a live agent, automatic notification and comprehensive reports highlight Aspect Interactive Web

August 05, 1996

Byline: Business Editors & Telecommunications Writers

...companies can conduct more personalized, informative and efficient customer interactions while allowing the customer full **choice** of **communication method** -- **telephone**, **fax**, electronic **mail** over the **Internet**, pager and, now, the World Wide Web.

17/3,K/7 (Item 2 from file: 813)
DIALOG(R)File 813: PR Newswire
(c) 1999 PR Newswire Association Inc. All rights reserved.

0892862 NEW007
LOTUS ANNOUNCES LOTUS NOTES MAIL

Date: December 13, 1995 09:15 EST **Word Count:** 1,956

Correction:

...of a document or folder.

-- A wide variety of transports gives users the option of
choosing the optimum communication method for their location.

-- InterNotes **Web** Navigator, which lets Notes **Mail** users send and receive messages with embedded Uniform Resource Locators (URLs). Readers of Notes Mail...

...on another Notes system in a different enterprise -- can pull information from the World Wide **Web** with one mouse click, much as those using a Notes-based business process application do...

17/3,K/10 (Item 3 from file: 996)
DIALOG(R)File 996: Newsroom 2000-2003
(c) 2008 Dialog. All rights reserved.

0095512567 153Z0E8Q
INSTANT INTRUSION Don't send Instant Messages just because you can

Frances Katz Cox News Service
Dayton Daily News (OH) , CITY ed , p 3L
Sunday , July 2, 2000

Journal Code: ACJS **Language:** ENGLISH **Record Type:** Fulltext
Document Type: Newspaper **Section Heading:** OHIO TECH **ISSN:** 0897-0920
Word Count: 920

Text:

...who love chatting online with their friends, and in many households it has replaced the **telephone** as the teen **communication method of choice**. Teens can talk to each other via "IMs" or invite all their friends to a chat room for a **virtual** gab session. It's also handy for companies with far-flung employees to message each other or hold impromptu meetings when employees are **online** but not

necessarily in the same city or even the same state.

17/3,K/11 (Item 4 from file: 996)
DIALOG(R)File 996: Newsroom 2000-2003
(c) 2008 Dialog. All rights reserved.

0094028811 153W0W4A

How electronic commerce has led to the return of personalized marketing

Gillenson, Mark L
Business Perspectives , v 12 , n 3 , p 20
Friday , June 30, 2000
Journal Code: AMDM **Language:** ENGLISH **Record Type:** Fulltext
Document Type: Trade Journal **ISSN:** 0896-3703
Word Count: 2,568

Text:

...return visit to the company's Web site, or it can be made via e-mail or any other individual **communication means**.
Since the issue at hand is **personalized** marketing, the **choice** of product must be based upon what the retailer has learned about the customer. For...

17/3,K/12 (Item 5 from file: 996)
DIALOG(R)File 996: Newsroom 2000-2003
(c) 2008 Dialog. All rights reserved.

0091512331 153R0E1A

AOL'S INSTANT MESSAGING CAN MANGLE ONE'S PRIVACY RECIPIENT MIGHT NOT WANT TO CHAT

Frances Katz
Staff
Atlanta Journal and Constitution (GA) , Home ed , p P2
Sunday , June 25, 2000
Journal Code: ACBU **Language:** ENGLISH **Record Type:** Fulltext
Document Type: Newspaper **Section Heading:** Personal Technology
Word Count: 911

Text:

...who love chatting
online with their friends, and in many households it has replaced the **telephone** as the teen **communication method** of **choice**. Teens can talk to each other via "IMs" or invite all their friends to a chat room for a **virtual** gab session. It's also handy

for companies with far-flung employees to message each other or hold impromptu meetings when employees are **online** but not necessarily in the same city or even the same state.

17/3,K/20 (Item 1 from file: 56)

DIALOG(R)File 56: Computer and Information Systems Abstracts

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0000345163 IP Accession No: 489376

Effect of communication modality on cooperation in online environments

Jensen, Carlos; Farnham, Shelly D; Drucker, Steven M; Kollock, Peter Georgia Inst of Technology, Atlanta, GA, USA

Pages: 470-477

Publication Date: 2000

Publisher: ACM, NEW YORK, NY, (USA)

Conference:

CHI 2000 - Conference on Human Factors in Computing Systems 'The Future is Here' , The Hague , Neth , 01 Apr.-05 Apr. 2000

Document Type: Conference Paper

Record Type: Abstract

Language: English

File Segment: Computer & Information Systems Abstracts

Abstract:

...cooperation and trust. When individuals are able to communicate, cooperation increases significantly. How does the **choice** of communication modality influence this effect? We adapt the social dilemma research paradigm to quantitatively analyze different modes of **communication**. Using this **method**, we compare four forms of communication: no communication, text-**chat**, text-to-speech, and voice. We found statistically significant differences between different forms of communication... ...highlight the importance of striving towards the use of more immediate forms of communication in **online** environments, especially where trust and cooperation are essential. In addition, our research demonstrates the applicability...

Full text NPL files - 3

? show files

File 13: BAMP 2009/Mar 19
(c) 2009 Gale/Cengage
File 15: ABI/Inform(R) 1971-2009/Mar 21
(c) 2009 ProQuest Info&Learning
File 16: Gale Group PROMT(R) 1990-2009/Feb 27
(c) 2009 Gale/Cengage
File 148: Gale Group Trade & Industry DB 1976-2009/Mar 06
(c) 2009 Gale/Cengage
File 160: Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group
File 275: Gale Group Computer DB(TM) 1983-2009/Feb 25
(c) 2009 Gale/Cengage
File 621: Gale Group New Prod. Annou.(R) 1985-2009/Feb 16
(c) 2009 Gale/Cengage
File 636: Gale Group Newsletter DB(TM) 1987-2009/Feb 27
(c) 2009 Gale/Cengage
File 249: Mgt. & Mktg. Abs. 1976-2007Apr W5
(c) 2007 Pira International
File 624: McGraw-Hill Publications 1985-2009/Mar 23
(c) 2009 McGraw-Hill Co. Inc
File 485: Accounting & Tax DB 1971-2009/Mar W2
(c) 2009 ProQuest Info&Learning

? ds

Set	Items	Description
S1	213657	(REPLY OR NOTIFICATION OR NOTIFY??? OR ALERT??? OR COMMUNICAT??? OR CONTACT??? OR INFORM OR INFORMS OR INFORMING OR REACH???) (2N) (MODE OR SYSTEM OR ARRANGEMENT OR MEANS OR MECHANISM OR METHOD OR MANNER)
S2	149527	SET OR SETS OR SETTING OR SPECIFY??? OR SELECT??? OR DECID-??? OR SPECIE? ? OR DESIGNAT??? OR INDICAT??? OR STIPULAT??? OR ELECT??? OR OPT OR OPTS OR OPTING OR STATE OR STATED OR CHOICE OR CHOOS???
S3	112257	PREFERENCE OR PREFER OR PREFERS OR DESIRED OR REQUIRE? ? OR WANT OR CHOICE OR PREFERRED OR FAVORED OR FAVOURED OR FAVORITE OR FAVOURITE OR OPTIM?? OR PERSONALI? OR INDIVIDUALI? OR DESIRABLE
S4	213657	(REPLY OR NOTIFICATION OR NOTIFY??? OR ALERT??? OR COMMUNICAT??? OR CONTACT??? OR INFORM OR INFORMS OR INFORMING OR REACH???) (2N) (MODE OR SYSTEM OR ARRANGEMENT OR MEANS OR MECHANISM OR METHOD OR MANNER)

S5 122672 CYBER OR CYBERSPACE OR VIRTUAL?? OR INTERNET OR WEB OR HOME()
E()(PAGE OR PAGES OR SITE OR SITES) OR WEBPAGE OR WEBPAGES OR
HOMEPAGE OR HOMEPAGES OR WEBSITE OR WEBSITES OR ONLINE OR ON(-
)LINE OR EXTRANET OR EXTRANETS OR INTRANET OR INTRANETS

S6 31483 S2(5N)S3

S7 918 S4(7N)S6

S8 266 S5(S)S7

S9 105672 EMAIL OR PHONE OR TELEPHONE OR MAIL OR LETTER OR IM OR INSTANT()
MESSAGE OR FAX OR FAXES OR TELEFACSIMILE OR CHAT

S10 18032 S4(7N)S9

S11 28996 S2(3N)S3

S12 236 S10(20N)S11

S13 103 S5(S)S12

S14 102 S5(20N)S12

S15 95 S5(15N)S12

S16 48 S15 NOT PY> 2000

S17 21 RD (unique items)

17/6/1 (Item 1 from file: 13)

DIALOG(R)File 13: BAMP

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00719077 25915361 2689176 (Use Format 7 Or 9 For Fulltext)
Human Search Engines: the next killer app?

December 2000

Word Count: 4037

17/6/2 (Item 2 from file: 13)

DIALOG(R)File 13: BAMP

(c) 2009 Gale/Cengage. All rights reserved.

00619732 24666044 2032276 (Use Format 7 Or 9 For Fulltext)
Unified Messaging: Ready for Prime Time

June 1999

Word Count: 2176

17/6/3 (Item 3 from file: 13)

DIALOG(R)File 13: BAMP

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00551791 23948132 1107611 (Use Format 7 Or 9 For Fulltext)
Monitoring Technology Helps Keep Customers Satisfied

July 1997
Word Count: 2760

17/6/4 (Item 1 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)
(c) 2009 Gale/Cengage. All rights reserved.

08004632 Supplier Number: 64692735 (USE FORMAT 7 FOR FULLTEXT)

Sales Reps To Try Wireless CRM.(Company Operations)
August 28 , 2000
Word Count: 496

17/6/5 (Item 2 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)
(c) 2009 Gale/Cengage. All rights reserved.

07860802 Supplier Number: 65633196 (USE FORMAT 7 FOR FULLTEXT)

Point Announces First True Channel-Independent e-CRM Solution.
Oct 2 , 2000
Word Count: 940

17/6/6 (Item 3 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)
(c) 2009 Gale/Cengage. All rights reserved.

07783378 Supplier Number: 65062640 (USE FORMAT 7 FOR FULLTEXT)

Notify Technology Announces an Agreement for Sprint to Utilize 'Visual Got Mail' System.
Sept 7 , 2000
Word Count: 358

17/6/7 (Item 4 from file: 16)
DIALOG(R)File 16: Gale Group PROMT(R)
(c) 2009 Gale/Cengage. All rights reserved.

07108934 Supplier Number: 60048433 (USE FORMAT 7 FOR FULLTEXT)

Internet Marketers In Favor Of Opt-In E-mail 03/ 09/ 00.(Industry Trend or

Event)

March 9 , 2000

Word Count: 594

17/6/8 (Item 5 from file: 16)

DIALOG(R)File 16: Gale Group PROMT(R)

(c) 2009 Gale/Cengage. All rights reserved.

07100715 **Supplier Number:** 60014327 (USE FORMAT 7 FOR FULLTEXT)

Internet Marketers Vote in Favor of Opt-in Email: NetCreations Inc. Sponsors Key Internet Marketing Surveys.

March 9 , 2000

Word Count: 739

17/6/9 (Item 6 from file: 16)

DIALOG(R)File 16: Gale Group PROMT(R)

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06913803 **Supplier Number:** 58478916 (USE FORMAT 7 FOR FULLTEXT)

(2) Cisco Delivers Comprehensive Customer Interaction Software Suite, Including New E-mail Product; New Suite Ships as Cisco Completes the Acquisition of WebLine Communications.

Nov 2 , 1999

Word Count: 923

17/6/10 (Item 7 from file: 16)

DIALOG(R)File 16: Gale Group PROMT(R)

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06773996 **Supplier Number:** 57088159 (USE FORMAT 7 FOR FULLTEXT)

Cisco Delivers Comprehensive Customer Interaction Software Suite, Including New E-mail Product; New Suite Ships as Cisco Completes the Acquisition of WebLine Communications.

Nov 2 , 1999

Word Count: 923

17/6/11 (Item 8 from file: 16)

DIALOG(R)File 16: Gale Group PROMT(R)

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06425690 **Supplier Number:** 54946051 (USE FORMAT 7 FOR FULLTEXT)

Unified Messaging: Ready for Prime Time.(Technology Information)

June , 1999

Word Count: 2192

17/6/12 (Item 9 from file: 16)

DIALOG(R)File 16: Gale Group PROMT(R)

(c) 2009 Gale/Cengage. All rights reserved.

04508541 **Supplier Number:** 46622219 (USE FORMAT 7 FOR FULLTEXT)

Internet Access: Aspect Telecommunications Integrates Web into Call Center to Deliver New Levels of Customer Service; Dynamic Web page creation, callback from a live agent, automatic notification

August 12 , 1996

Word Count: 1411

17/6/13 (Item 10 from file: 16)

DIALOG(R)File 16: Gale Group PROMT(R)

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04496600 **Supplier Number:** 46604226 (USE FORMAT 7 FOR FULLTEXT)

ASPECT TELECOMMUNICATIONS INTEGRATES THE WEB INTO THE CALL CENTER TO DELIVER NEW LEVELS OF CUSTOMER SERVICE

August 5 , 1996

Word Count: 1443

17/6/14 (Item 11 from file: 16)

DIALOG(R)File 16: Gale Group PROMT(R)

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04495872 **Supplier Number:** 46602914 (USE FORMAT 7 FOR FULLTEXT)

Aspect Telecommunications Integrates the Web into the Call Center to Deliver New Levels of Customer Service; Dynamic Web page creation, callback from a live agent, automatic notification and comprehensive reports highlight Aspect Interactive Web.

August 5 , 1996

Word Count: 1499

17/6/15 (Item 1 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB
(c) 2009 Gale/Cengage. All rights reserved.

10496238 Supplier Number: 21179039
Company-wide web.(intranet)

Sept 24 , 1998

17/6/16 (Item 2 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB
(c) 2009 Gale/Cengage. All rights reserved.

09250231 Supplier Number: 18994120 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Former S&S editor defines 'quitting' trend. (Simon and Schuster)(Marilyn Abraham's 'First We Quit Our Jobs: How One Work-Driven Couple Got on the Road to a New Life')(Brief Article)

Jan 6 , 1997
Word Count: 556 Line Count: 00044

17/6/17 (Item 3 from file: 148)
DIALOG(R)File 148: Gale Group Trade & Industry DB
(c) 2009 Gale/Cengage. All rights reserved.

08892257 Supplier Number: 18576619
Internet access: Aspect Telecommunications integrates Web into Call Center to deliver new levels of customer service; dynamic Web page creation, callback from a live agent, automatic notification. (Aspect Interactive Web)(Product Announcement)

August 12 , 1996
Word Count: 1529 Line Count: 00136

17/6/18 (Item 1 from file: 636)
DIALOG(R)File 636: Gale Group Newsletter DB(TM)
(c) 2009 Gale/Cengage. All rights reserved.

04593522 Supplier Number: 60048433 (USE FORMAT 7 FOR FULLTEXT)

Internet Marketers In Favor Of Opt-In E-mail 03/ 09/ 00.
March 9 , 2000
Word Count: 594

17/6/19 (Item 2 from file: 636)
DIALOG(R)File 636: Gale Group Newsletter DB(TM)
(c) 2009 Gale/Cengage. All rights reserved.

04429738 **Supplier Number:** 55493444 (USE FORMAT 7 FOR FULLTEXT)

Editorial Calendar Alerts Your Guide To Upcoming Special Issues & Features.
August 16 , 1999
Word Count: 1565

17/6/20 (Item 3 from file: 636)
DIALOG(R)File 636: Gale Group Newsletter DB(TM)
(c) 2009 Gale/Cengage. All rights reserved.

03728080 **Supplier Number:** 48058464 (USE FORMAT 7 FOR FULLTEXT)

NEWS BRIEFS
Oct 17 , 1997
Word Count: 739

17/6/21 (Item 4 from file: 636)
DIALOG(R)File 636: Gale Group Newsletter DB(TM)
(c) 2009 Gale/Cengage. All rights reserved.

03224069 **Supplier Number:** 46609865 (USE FORMAT 7 FOR FULLTEXT)

ASPECT TELECOMM: Aspect integrates the web into the call center to deliver new levels of customer service
August 6 , 1996
Word Count: 1549

17/3,K/2 (Item 2 from file: 13)
DIALOG(R)File 13: BAMP
(c) 2009 Gale/Cengage. All rights reserved.

00619732 24666044 2032276 (Use Format 7 Or 9 For Fulltext)
Unified Messaging: Ready for Prime Time
(Unified messaging has become practical through the development of standards for voice and fax via e-mail)

Article Author: Roselinsky, Milt
Telecommunications Americas Edition Telecommunications , v 33 , n 6 , p 42, 44, 46
June 1999

Document Type: Journal **ISSN:** 0278-4831 (United States)
Language: English **Record Type:** Fulltext; Abstract
Word Count: 2176 (Use Format 7 Or 9 For Fulltext)

Text:

...able to predetermine which messages they need to be notified about immediately and can then **choose a preferred method of notification:** message waiting light on an office **phone**; short message service delivered to a cell phone; or a **Web**-based "you have mail" indication to the PC desktop.

17/3,K/3 (Item 3 from file: 13)
DIALOG(R)File 13: BAMP
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00551791 23948132 1107611 (Use Format 7 Or 9 For Fulltext)
Monitoring Technology Helps Keep Customers Satisfied
(Quality monitoring technology not only ensures that agents handle customer calls courteously and efficiently, but that they enter all information correctly on screens as processed; article includes checklist guide for selecting a system that empowers cost-effective change in performance)

Article Author: Elwell, Ron; Kaiser, John
Telemarketing & Call Center Solutions , v 16 , n 1 , p 40-50
July 1997

Document Type: Journal **ISSN:** 0730-6156 (United States)
Language: English **Record Type:** Fulltext; Abstract
Word Count: 2760 (Use Format 7 Or 9 For Fulltext)

Text:

...allows reports and other data to be shared throughout the organization

with minimum effort. E-mail is rapidly becoming the **communication method of choice** both within organizations and between organizations using **Internet** gateways.

Using these tips will help you build a performance management system that will grow...

V. Additional Resources Searched

Searches were conducted in two template files not accessible through DIALOG, Financial Times and the Internet and Personal Computing Abstracts; results are below.

Financial Times:

The following document has been sent by Eileen at US PATENT & TRADEMARK OFFICE via ProQuest, an information service of ProQuest LLC. **Please do not reply directly to this email.**

Documents

AGFA INTRODUCES SNAPSCAN E50 SCANNER

PC Business Products. Boynton Beach:Jun 1, 2000. Vol. 12, Iss. 6, p. 1

SAFLINK Corporation: SAFLINK granted U.S. patent for e-commerce conducted from television set-top boxes:[1]

M2 Presswire. Coventry:Mar 8, 2000. p. 1

MetaSolv Announces Launch of TBS 2000

PR Newswire. New York:Jan 31, 2000. p. 1

HOMES.COM Announces New Online Communication Tools for Brokers, Agents

Business Editors/Real Estate & High-Tech Writers National Association of Realtors Convention. Business Wire. New York:Nov 8, 1999. p. 1

Two faces of Windows networking:[FINAL HOME EDITION]

Lou Dolinar. Tulsa World. Tulsa, Okla.:Jun 21, 1999. p. 7

GENESYS TELECOMMUNICATIONS: European airlines choose Genesys for customer care centres

M2 Presswire. Coventry:Apr 14, 1999. p. 1

Education and experience preferred for entry-level positions in zoological care

Sherman, Kevin Scott. Proquest Dissertations And Theses 1999. Section 0664, Part 0517 149 pages; [Ph.D. dissertation].United States -- Oklahoma: Oklahoma State University; 1999. Publication Number: AAT 9942470.

Hayes Introduces Its ADSL PCI Modem

Business Editors & Technology Writers. Business Wire. New York:Oct 13, 1998. p. 1

E-MAIL OPTIONS SHOW CAPABILITIES BEYOND SENDING, RECEIVING:[NORTH SPORTS FINAL, C Edition]

Phillip Robinson, San Jose Mercury News.. Chicago Tribune. Chicago, Ill.:May 4, 1998. p. 8

Are you merely scratching surface of e-mail potential?:[DM Edition]

Robinson Phillip. Des Moines Register. Des Moines, Iowa:Apr 20, 1998. p. 4

City: Where empire can strike back

BRIAN DAVIS. The Daily Telegraph. London (UK):Feb 16, 1998. p. 25

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Citation style: ProQuest Standard

Document 1 of 11

AGFA INTRODUCES SNAPSCAN E50 SCANNER

PC Business Products. Boynton Beach:Jun 1, 2000. Vol. 12, Iss. 6, p. 1

Abstract (Summary)

The SnapScan e50 also features interchangeable colored handles and button covers in translucent orange, translucent blue berry and translucent graphite, so users can change the scanner colors based on personal preference or to match their computer or room decor. Agfa introduced interchangeable color handles to the SnapScan Touch in 1999. Agfa's decision to feature them on the "e" series scanners was based on the consumers' favorable response to the translucent handles of the SnapScan Touch.

ScanWise is unique in its ability to completely simplify the scanning process while producing optimum quality results. It actually communicates with other software in the computer--image editors, web browsers, fax, email, printer, word processing, and OCR programs. Each time ScanWise is launched, the software locates the resident applications and determines the optimum settings for each application. If the user wants to attach a photograph to an email, for example, they simply select the email application as a final destination and ScanWise automatically selects the RGB color mode, screen resolution, then opens up the email and pastes the image directly into the application.

Agfa Corporation is the U.S. subsidiary of the Agfa Group, which ranks among the world's leading imaging companies. Agfa develops, produces and markets analog and digital systems, primarily for the graphics industry, medical and industrial radiography, micrographics and motion picture film and consumer imaging and photography markets. Agfa has its headquarters in Mortsel, Belgium, employing

about 22,000 people in 40 countries. Worldwide sales for 1999 were \$4.7 billion Euro. In the U.S., Agfa is headquartered in Ridgefield Park, NJ, and employs 4,500 people. Company information may be found on Agfa's home page on the World Wide Web at www.agfa.com.

Full Text (1002 words)

Copyright Worldwide Videotex Jun 1, 2000

Agfa Corporation's Desktop Products Group (USA-DTP), a provider of digital cameras and desktop scanners, has introduced the SnapScan e50 scanner. Featuring 42-bit color depth and high-quality 1200 x 2400 dpi resolution, the SnapScan e50 includes a built-in transparency module and four programmable buttons for greater scanning versatility and ease of use.

Agfa designed the "e" series scanners to give consumers an easy way to accurately capture photographs, artwork, awards and other memorable items and include the images in emails, Web pages, screen presentations or documents of any kind. The e50 scans originals and automatically formats them for the Internet, word processing, text conversion (OCR), or image-manipulation programs.

"Scanners today are generally easy to use. But consumers do not want to fuss with setting the software for specific applications," said John Phillips, product manager, desktop scanner and digital cameras. "You scan your child's drawing and get a beautiful image, but if you do not scan it in the right color mode and resolution for e-mail, it could take the recipient 40 minutes to download it. We are living in the "e" generation. Our strategy is to design devices that do more than scan pictures, this is a scanner that lets you communicate in pictures."

The SnapScan e50 provides 42-bit color depth at a resolution of 1200 x 2400 dpi. A "lightplate" built into the scanner cover uses a special light-diffusion process for scanning 35 mm transparencies. Agfa includes slideholders for 35mm strip, and framed holders for easy handling and positioning.

With the push of a button, users can scan directly to their email application, OCR program, printer driver or ScanWise scanning software. The four buttons are located at the front of the scanner for easy access.

The SnapScan e50 also features interchangeable colored handles and button covers in translucent orange, translucent blue berry and translucent graphite, so users can change the scanner colors based on personal preference or to match their computer or room decor. Agfa introduced interchangeable color handles to the SnapScan Touch in 1999. Agfa's decision to feature them on the "e" series scanners was based on the consumers' favorable response to the translucent handles of the SnapScan Touch.

The dual-platform (Macintosh and Windows, including Windows 2000) scanner has a USB (Universal Serial Bus) interface. Maximum scanning area is 8.5" x 11.7".

To provide users with a complete scanning solution, Agfa bundles Corel Print Office 2000 and ReadIris multilingual OCR (optical character recognition) software with the SnapScan e50. Corel Print Office makes it easy to create impressive documents and Web pages. It includes photo-editing tools, style templates, and support for digital cameras and scanners. ReadIris, which recognizes 55 languages, lets users easily convert hard-copy documents--originals, faxes and photocopies--into editable text. All

software is provided in English, French, German, Spanish, Italian and Dutch for both Windows 98, Windows 2000 and Macintosh platforms.

ScanWise Software

ScanWise is unique in its ability to completely simplify the scanning process while producing optimum quality results. It actually communicates with other software in the computer--image editors, web browsers, fax, email, printer, word processing, and OCR programs. Each time ScanWise is launched, the software locates the resident applications and determines the optimum settings for each application. If the user wants to attach a photograph to an email, for example, they simply select the email application as a final destination and ScanWise automatically selects the RGB color mode, screen resolution, then opens up the email and pastes the image directly into the application.

The software's level of automation ensures optimum quality without the need for user intervention. It can distinguish between color and black and white, text and images then select the appropriate scanning mode while also detecting misalignments of originals and rotating the scans to compensate for errors.

For more experienced users ScanWise provides manual override settings for individual control over the whole scanning procedure.

Agfa incorporates features of its ColorTune color management software and PhotoGenie image enhancement technology into ScanWise.

With PhotoGenie over- or under- exposed scans are automatically adjusted to improve the tonal ranges. Color casts in photos that are caused by aging or incorrect processing are removed, and PhotoGenie applies dynamic sharpening to edge detail without exaggerating grain or image noise.

Agfa's ColorTune ensures that monitor previews and printed results perfectly match the original images. The ColorTune software produces industry standard ICC profiles to automatically convert the scanner color space to the monitor color space. Images created on a PC are produced in the standard sRGB color space as defined by the Image Color Management System while those on a Macintosh follow the ColorSync standards.

USB Connectivity

The USB interface makes it easy to add a wide variety of peripherals to any computer through a one-size-fits-all, plug and play connection. Agfa refers to the SnapScan interface as a "hot plug- in", as the scanner can be connected and disconnected without powering down the computer

USB peripherals automatically self configure. With an USB port there is no need to adjust system settings, insert add-in cards or reboot the system after connecting the scanner. This is a decided advantage for those who use the same connection for a number of peripherals, such as printers, scanners, digital cameras, etc. In addition, the USB connection is inherently faster. This means improved speed for data transfer during scanning.

Price and Availability

The SnapScan e50 is available for the suggested price of \$199.

About Agfa

Agfa Corporation is the U.S. subsidiary of the Agfa Group, which ranks among the world's leading imaging companies. Agfa develops, produces and markets analog and digital systems, primarily for the graphics industry, medical and industrial radiography, micrographics and motion picture film and consumer imaging and photography markets. Agfa has its headquarters in Mortsel, Belgium, employing about 22,000 people in 40 countries. Worldwide sales for 1999 were \$4.7 billion Euro. In the U.S., Agfa is headquartered in Ridgefield Park, NJ, and employs 4,500 people. Company information may be found on Agfa's home page on the World Wide Web at www.agfa.com.

For more information, call 978/658-5600, ext. 5545.

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Document 2 of 11

SAFLINK Corporation: SAFLINK granted U.S. patent for e-commerce conducted from television set-top boxes:[1]

M2 Presswire. Coventry:Mar 8, 2000. p. 1

Abstract (Summary)

SAFLINK Corporation (NASDAQ:eSAF) announced today that the United States Patent and Trademark office has issued to SAFLINK, U.S. Patent 6,028,950, Fingerprint Controlled Set-Top Box, which discloses a method for securing electronic commerce transactions initiated via a television set-top box. This invention is a continuation of SAFLINK's earlier issued U.S. Patent 5,920,642, Ergonomic Fingerprint Reader Apparatus, which discloses a method for managing set-top box service level settings and user preferences.

Together, these SAFLINK inventions provide for an unprecedented level of user convenience and security for this important home appliance. The SAFLINK inventions give set-top manufacturers and service providers the means to enable an individual user to customize his or her viewing experience, regardless of whether the provided content is television, movies, audio, Internet, or a combined media

presentation. With the touch of a finger on a TV remote or on the set-top box itself, service level settings can be automatically adjusted to each user's volume, contrast, and other viewing preferences including customized menus, email, and parental controls. Using SAFLINK's technical advances, financial transactions can also be more conveniently and securely conducted for home banking, movie purchases, on-line trading, and other popular e-commerce transactions that are presently protected by passwords that can be easily hacked, forgotten, or shared between family members and friends.

Full Text (742 words)

Copyright M2 Communications Ltd. Mar 8, 2000

M2 PRESSWIRE-8 March 2000-SAFLINK Corporation: SAFLINK granted U.S. patent for e-commerce conducted from television set-top boxes (C)1994-2000 M2 COMMUNICATIONS LTD

REDMOND, WA -- SAFLINK Corporation (NASDAQ:eSAF) announced today that the United States Patent and Trademark office has issued to SAFLINK, U.S. Patent 6,028,950, Fingerprint Controlled Set-Top Box, which discloses a method for securing electronic commerce transactions initiated via a television set-top box. This invention is a continuation of SAFLINK's earlier issued U.S. Patent 5,920,642, Ergonomic Fingerprint Reader Apparatus, which discloses a method for managing set-top box service level settings and user preferences.

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SAFLINK has also been assigned U.S. Patent 5,596,454, Uneven Surface Image Transfer Apparatus, which discloses a method for a high performance miniaturized optical system for the capture of fingerprint images and U.S. Patent 5,546,471, Ergonomic Fingerprint Reader Apparatus, which discloses a method for reliably capturing fingerprint images through an ergonomically designed device such as a cellular telephone, computer mouse, personal digital assistant (PDA), TV remote, and a wide variety of other hand-held devices used in wireless and networked environments. The U.S. Patent and Trademark office recognition of these inventions expands SAFLINK's intellectual property portfolio for commercial applications of fingerprint identification technology to include uses with a variety of peripheral devices that we expect will be used to deliver future electronic commerce functionality.

"SAFLINK's strategy for enabling e-commerce through positive identification technologies places us in a key position to take our existing desktop solutions for the Internet and incorporate them into the next generation of Internet access devices," said Greg Jensen, Chief Technology Officer. "Our continued investment in our patent portfolio is closely linked to our vision for the future of fingerprint identification and other biometric technologies in the emerging world for ubiquitous electronic

commerce conducted from the home, office, and mobile markets. We intend to leverage this investment by establishing strong strategic relationships with manufacturers and service providers for our SAF software solutions."

For more information about SAFLINK Corporation's positive identification technology solutions for the Web and e-Commerce, please contact SAFLINK CTO Greg Jensen gjensen@saflink.com.

About SAFLINK

SAFLINK Corporation, based in Redmond, Washington, brings the Power of Positive Identification* to the Internet Economy and enterprise networks through biometrics. The Company provides cost-effective multi-biometric software solutions to verify individual identity, to protect business and personal information, and to replace passwords and PINs in order to safeguard and simplify access to electronic systems and enable new online services for customers. The company's Secure Authentication Facility (SAF*) family of multi- biometric network security products delivers secure access control to a range of Internet and enterprise network platforms, including Microsoft* Windows NT* and Internet Information Server*, Novell NetWare*, and Computer Associates' Unicenter* TNG* and its Single Sign-On* option.

Further information is available through the company's World Wide Web site (<http://www.saflink.com>).

SECURE AUTHENTICATION FACILITY, SAF, SAFsite, SAF2000 and Power of Positive Identification are trademarks of SAFLINK Corporation. All other brands and products referenced herein are acknowledged to be trademarks or registered trademarks of their respective holders.

The aforementioned remarks contain forward-looking statements that involve risks and uncertainties including without limitation those related to industry trends, the development and implementation of technology, competition and expansion plans. The company's actual results could differ materially from those discussed above.

CONTACT: Steve Simon, S&S Public Relations Tel: +1 847 955-0700 x 237 e-mail: steve@sspr.com
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Document 3 of 11

MetaSolv Announces Launch of TBS 2000

PR Newswire. New York:Jan 31, 2000. p. 1

Abstract (Summary)

ORLANDO, Fla., Jan. 31 /PRNewswire/ -- MetaSolv Software, Inc. (Nasdaq: MSLV), a leader in providing order management and service fulfillment solutions for next generation service providers, announced today TBS 2000 Version 4.2. The new release includes support for 'web-fulfillment' with a new web-ordering interface and additional functionality for provisioning and management of Internet services and xDSL access. The new enhancements help next generation providers manage Internet services such as email and web hosting and high-speed Internet access over xDSL technology. TBS 2000 Version 4.2 will be demonstrated at TeleStrategies OSS 2000 Conference in Orlando, Florida, January 31-February 2, 2000 at MetaSolv's booth # 101.

Customers can contact customer service representatives directly or place an order for service through a web interface in TBS 2000. The web self- service interface enables 'web-fulfillment' by allowing customers to easily set-up email accounts, assign email addresses and self-manage their account for ordering Internet services such as dial- up and web hosting or add options to their existing services. For example, the web interface captures required information for dial-up service such as modem speed, number of email boxes, desired email addresses, and passwords. A real-time credit card authorization interface verifies payment information prior to completing the order. Self- care enables customers to use the Internet to immediately access service offerings and provides a means for next generation providers to differentiate their service to their customers.

Full Text (831 words)

Copyright PR Newswire - NY Jan 31, 2000

- Next Generation Service Providers Continue to Benefit From New Enhancements

To Market Leading, Integrated Infrastructure Solution -

ORLANDO, Fla., Jan. 31 /PRNewswire/ -- MetaSolv Software, Inc. (Nasdaq: MSLV), a leader in providing order management and service fulfillment solutions for next generation service providers, announced today TBS 2000 Version 4.2. The new release includes support for 'web-fulfillment' with a new web-ordering interface and additional functionality for provisioning and management of Internet services and xDSL access. The new enhancements help next generation providers manage Internet services such as email and web hosting and high-speed Internet access over xDSL technology. TBS 2000 Version 4.2 will be demonstrated at TeleStrategies OSS 2000 Conference in Orlando, Florida, January 31-February 2, 2000 at MetaSolv's booth # 101.

"The launch of the Internet Services module in TBS 2000 is another step in providing next generation service providers with an integrated infrastructure solution for service fulfillment of voice, data, and Internet services over a diverse interconnected network," said Dana Brown, vice president of marketing at MetaSolv.

Web Ordering Interface

Customers can contact customer service representatives directly or place an order for service through a web interface in TBS 2000. The web self- service interface enables 'web-fulfillment' by allowing customers to easily set-up email accounts, assign email addresses and self-manage their account for ordering Internet services such as dial- up and web hosting or add options to their existing services. For example, the web interface captures required information for dial-up service such as modem speed, number of email boxes, desired email addresses, and passwords. A real-time credit card authorization interface verifies payment information prior to completing the order. Self- care enables customers to use the Internet to immediately access service offerings and provides a means for next generation providers to differentiate their service to their customers.

IP Address Management

The new IP Address Management module is integrated with the TBS software subsystems to provide end-to-end Internet services fulfillment. The IP Address Management module automatically assigns IP addresses to customers and equipment, eliminating incorrect assignments, which could lead to potential network outages. The integration of the IP Address Management module enables automatic population of a customer's order or network equipment information with the appropriate IP addresses. MetaSolv's new Domain Name Registration Interface API enables TBS software to communicate with a third-party domain registration service, such as Register.com. This interface provides real-time registration of domain names.

Data Flow-Through Activation

TBS provides the functionality and efficiency necessary to manage voice and data products enabling service providers to design, build and provision backbone network infrastructures such as SONET, ATM or IP technologies. TBS 2000's enhancements support the design and the flow-through of high-speed access services such as DSL.

"Together, TBS software and Syndesis NetProvision Activator enable zero- touch provisioning of new data and converged voice/data services such as Internet and corporate IP access, VPN services, DSL, and Frame Relay services over a variety of networks using IP, MPLS, ATM or TDM technologies," said Martin Steinmann, vice president of marketing at Syndesis. "The streamlining of service fulfillment and activation of converged services enables next generation providers to offer faster activation times for customers and results in improved operational efficiency and fewer provisioning errors."

TBS 2000 can be purchased immediately and is available directly from MetaSolv. Pricing for TBS software is dependent upon software configuration and the number of users.

About MetaSolv Software, Inc.

MetaSolv Software, Inc., headquartered in Plano, Texas, was founded in 1992. MetaSolv is a leading provider of order management and service fulfillment solutions to next generation communications providers. MetaSolv's Telecom Business Solution(TM) (TBS(TM)) software product suite integrates a communications provider's business from network planning and engineering for operations and customer care. With MetaSolv's TBS(TM) software, communications providers can quickly and efficiently respond to market demand, optimize their service fulfillment processes, and build stronger relationships with their customers. MetaSolv is an active participant in the Ordering & Billing Forum (OBF), ASP Consortium and TeleManagement Forum (TMF). MetaSolv has regional offices in Atlanta, Chicago, Denver, San Francisco, McLean, VA and London. MetaSolv's web site is www.metasolv.com. Contact MetaSolv directly at (800) 747-0791.

This press release contains forward-looking statements that are based upon current expectations and involve a number of risks and uncertainties. Using the "safe harbor" provisions of the Private Securities Litigation Reform Act of 1995, MetaSolv cautions you that these statements may be affected by the important factors, among others, described in MetaSolv's reports on file with the Securities and Exchange Commission, including the Company's prospectus dated November 17, 1999, filed pursuant to Rule 424(b) of the Securities Act of 1933, included as part of the Company's Registration Statement on Form S-1 for its initial public offering of common stock.

MetaSolv is a registered trademark, the MetaSolv logo, Telecom Business Solution and TBS are trademarks of MetaSolv Software, Inc. All other trademarks are property of their respective owners.

CONTACT: Kimberlee Lueders of MetaSolv Software, Inc., 972-403- 8305, or email, klueders@metasolv.com. SOURCE MetaSolv Software, Inc.

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Document 4 of 11

HOMES.COM Announces New Online Communication Tools for Brokers, Agents
Business Editors/Real Estate & High-Tech Writers National Association of Realtors Convention.
Business Wire. New York:Nov 8, 1999. p. 1

Abstract (Summary)

Homes.com today announced the launch of its "E-Communications Center," a set of free services that help agents and brokers market their Web sites. Built into the company's mypersonalbrand.com and Preferred Pages Web site products for real estate professionals, these tools provide a powerful means of connecting with the growing population of Internet-savvy home buyers and sellers.

Part of the administration console of both the Homes.com mypersonalbrand.com and Preferred Pages products, the E- Communications Center includes customizable e-mails that automatically push new listing information to buyers based on their stated preferences, a personalized auto-responder service, a homesellers report that provides selling clients with frequent updates, and an automated e-mail service. All tools are designed to be quick and easy to use, and include the agent's or broker's personalized Web address.

Full Text (411 words)

Copyright Business Wire Nov 8, 1999

MENLO PARK, Calif.--(BUSINESS WIRE)--Nov. 8, 1999--

E-Communications Center Enhances Ability to Connect with Buyers

and Sellers, Includes Email Property Listings and

Personalized Auto-Responders

Homes.com today announced the launch of its "E-Communications Center," a set of free services that help agents and brokers market their Web sites. Built into the company's mypersonalbrand.com and Preferred Pages Web site products for real estate professionals, these tools provide a powerful means of connecting with the growing population of Internet-savvy home buyers and sellers.

Part of the administration console of both the Homes.com mypersonalbrand.com and Preferred Pages products, the E- Communications Center includes customizable e-mails that automatically push new listing information to buyers based on their stated preferences, a personalized auto-responder service, a homesellers report that provides selling clients with frequent updates, and an automated e-mail service. All tools are designed to be quick and easy to use, and include the agent's or broker's personalized Web address.

"Real estate is a contact sport," said Homes.com President and CEO Bob Prince, "and our new E-Communications Center is all about keeping agents and brokers in contact with buyers and sellers -- allowing them to quickly and powerfully respond to their customers' needs. With these enhancements to our innovative mypersonalbrand.com and Preferred Pages products, Homes.com is again demonstrating its commitment to providing real estate professionals with the best online marketing and customer service solutions in the industry."

Homes.com will be demonstrating the services offered by the new E- Communications Center at its booth (No. 213) at the annual National Association of Realtors Convention in Orlando, Florida, beginning November 12, 1999.

About Homes.com

Launched in 1992, HOMES.COM(R) (<http://www.homes.com>) is the nation's leading provider of online real estate services for consumers and the professionals who serve them. Homes.com offers a robust product line for the nation's agents and brokers, offering personally branded Web marketing and customer service solutions via its innovative Preferred Pages, MyPersonalBrand.com, and AgentDirect products. The company also leverages its strong relationships with real estate professionals, mortgage companies, and industry service providers to provide home buyers, sellers, owners, and renters with high-quality and comprehensive information and services, using the efficiencies and reach of the World Wide Web to make the process more streamlined, easier to understand, and more cost-effective. At HOMES.COM, consumers can access "one-stop-shop" services for all aspects of the real estate transaction -- from listing to home loan to relocation. The company is headquartered in Menlo Park, California, with additional offices in Illinois, Virginia, Colorado, and Florida.

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Document 5 of 11

Two faces of Windows networking:[FINAL HOME EDITION]

Lou Dolinar. Tulsa World. Tulsa, Okla.:Jun 21, 1999. p. 7

Abstract (Summary)

First, let me offer a general observation: With Windows, whether you're hooking up your computer to the kids' PC and both of those to one printer, or dialing into your Internet service provider, it's considered networking. And where networks are concerned, it's better to have someone knowledgeable do unto you, before you undo yourself. Which means, of course, that if you're lucky, your ISP's software will install easily and flawlessly or, alternately, you'll be able to hook into a friendly tech support guru who will walk you through the process.

* Internet settings are also in the Control Panel. These settings are related to Internet Explorer, mail and news. Feel free to browse here, since there's lots of little tweaks that let you modify typefaces in Explorer, change your default home page, filter X-rated content or select a program to browse e-mail or news. Note that the Internet applet doesn't do you a darn bit of good if you're using Netscape Communicator. Adjust these same types of settings via its Preferences item under the Edit menu.

* Networking settings are located in the Control Panel, too. They are generally used to set up hard-wired connections with cables and Ethernet cards, as opposed to the dial-up kind. The Networking applet can accomplish two things: In the home, it can be used to connect your PC to Junior's or Mom's; in the office, it lets you connect to your co-workers, as well as to the Internet via a direct, non-modem connection, such as a T1 line. It's also used for continuous Internet connections in the home.

Full Text (807 words)

Copyright World Publishing Company Jun 21, 1999

A while back, I did a little story on "The Future" for one of the less technical sections of the paper. Would you believe the computer guys plan to hang everything in your home -- you know, your refrigerator, microwave, toothbrush and at least three PCs -- off a network, so they can talk to each other and be hooked into the Internet?

Wow! Can we hardly wait or what?

This week, as we look at a couple of relevant Control Panel applets -- tiny programs that accomplish small tasks -- and related folders, we're going to begin to learn the gory details of how all this stuff can be networked together, beginning, of course, with my particular area of interest, computers.

First, let me offer a general observation: With Windows, whether you're hooking up your computer to the kids' PC and both of those to one printer, or dialing into your Internet service provider, it's considered networking. And where networks are concerned, it's better to have someone knowledgeable do unto you, before you undo yourself. Which means, of course, that if you're lucky, your ISP's software will install easily and flawlessly or, alternately, you'll be able to hook into a friendly tech support guru who will walk you through the process.

It doesn't help that network-related controls are scattered all over Windows. Let's look at the basic components of an online connection:

* Modem settings are located in the Control Panel, but accessible from many other places as well. While these may seem highly technical, about all you need to worry about, really, are those that let you set up dialing locations, so you can tote a laptop around and create standard scenarios for dialing into your service provider. For instance, you can make adjustments such as increasing speaker volume on the modem, or automatically include a calling-card number, or run a limited set of diagnostics.

* Internet settings are also in the Control Panel. These settings are related to Internet Explorer, mail and news. Feel free to browse here, since there's lots of little tweaks that let you modify typefaces in Explorer, change your default home page, filter X-rated content or select a program to browse e-mail or

news. Note that the Internet applet doesn't do you a darn bit of good if you're using Netscape Communicator. Adjust these same types of settings via its Preferences item under the Edit menu.

* Networking settings are located in the Control Panel, too. They are generally used to set up hard-wired connections with cables and Ethernet cards, as opposed to the dial-up kind. The Networking applet can accomplish two things: In the home, it can be used to connect your PC to Junior's or Mom's; in the office, it lets you connect to your co-workers, as well as to the Internet via a direct, non-modem connection, such as a T1 line. It's also used for continuous Internet connections in the home.

* Dial-Up Networking settings, which you might expect to be in the Control Panel, or at least in the Settings folder, aren't in either. Microsoft stashes them inside "My Computer." Dial-Up Networking is used with a modem to accomplish three classes of chores:

- 1) You can use it to dial into your PC at the office, and transfer files back and forth;
- 2) It is used by so-called remote control programs to provide dial-in connections, where one computer actually takes over another.
- 3) Perhaps most commonly, Dial-Up Networking is used to connect your home PC to the Internet via a private ISP.

What's the difference between Networking and Dial-Up Networking? In a sense, Networking creates a stable identity for a computer that's permanently connected to the outside world. Dial-Up Networking is more chameleon-like, creating multiple connections that you use one at a time, including ISPs and dial-in accounts for more than one office system.

At this point in computer history, you may never need to touch Dial-Up Networking since Internet service providers have gotten to be pretty good at creating automatic setup programs that do all the work for you. Still, it's not a bad idea to know what's going on.

Basically, Dial-Up Networking allows you to create a connection that both ties together and holds tight the settings for the many windows you must fill in to configure a connection. Once you've created a specific item by clicking on the Make New Connection icon in the Dial-Up Networking folder, right-click and choose Properties to modify all this stuff. Step-by-step procedures are laid out pretty well in the Windows Help system; just type in Dial-Up Networking, and follow steps 1 through 7. This just configures the connection to the Net; you still need to set up e-mail and newsgroup services for the individual programs you're using.

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Document 6 of 11

GENESYS TELECOMMUNICATIONS: European airlines choose Genesys for customer care centres
M2 Presswire. Coventry:Apr 14, 1999. p. 1

Abstract (Summary)

* Qualiflyer Group's New Customer Care Centre (QCCC) to Provide the "Best Customer Service in the World" Using Genesys' Computer Telephony and Interaction Management Solutions

The Qualiflyer Group, a consortium of ten European airlines, announced today that it will build a set of integrated customer care centres in order to provide unprecedented levels of customer service. The centres will be part of the Qualiflyer Customer Care Centre QCCC), a virtual call centre that will cross international boundaries, with multi-lingual support and the ability to convert European currencies. QCCC will be launched in early May.

The Genesys solution is based on a central framework, Genesys' T-Server Framework, which integrates diverse telephony systems, enterprise databases and agent desktop applications. Genesys' Interaction Router Network Interface will allow Qualiflyer to treat multiple call/contact centres and agent locations as one consolidated unit, providing call routing instructions to ensure the call is delivered to the right agent. Genesys E-mail and Genesys Web Call Back will also be implemented, giving Qualiflyers' customers the ability to communicate with the call centre via the means they prefer. Genesys E-mail enables the call/contact centre to manage e-mail interactions, and Genesys Web Call Back gives customers the ability via a company's web page to schedule a time for a call back from an agent.

Full Text (707 words)

Copyright M2 Communications Ltd. Apr 14, 1999

M2 PRESSWIRE-14 April 1999-GENESYS TELECOMMUNICATIONS: European airlines choose Genesys for customer care centres (C)1994-99 M2 COMMUNICATIONS LTD

* Qualiflyer Group's New Customer Care Centre (QCCC) to Provide the "Best Customer Service in the World" Using Genesys' Computer Telephony and Interaction Management Solutions

The Qualiflyer Group, a consortium of ten European airlines, announced today that it will build a set of integrated customer care centres in order to provide unprecedented levels of customer service. The centres will be part of the Qualiflyer Customer Care Centre QCCC), a virtual call centre that will cross international boundaries, with multi-lingual support and the ability to convert European currencies. QCCC will be launched in early May.

Genesys Telecommunications Laboratories, Inc. has won the contract to provide the core Computer Telephony Integration (CTI) software to the centres, which will be based in London, Barcelona, Milan, Orebro (Sweden) and Frankfurt. The combined centres will employ over 250 agents, managing an expected annual incoming volume of over three million calls.

CTI technology allows the integration of telephone systems with enterprise data information systems, resulting in a powerful customer interaction management tool. Genesys will work with systems integrator Cambridge Technology Partners to provide the complete call centre solution. Genesys' software will be integrated with Lucent hardware and Periphonics' equipment.

The Genesys solution is based on a central framework, Genesys' T-Server Framework, which integrates diverse telephony systems, enterprise databases and agent desktop applications. Genesys' Interaction Router Network Interface will allow Qualiflyer to treat multiple call/contact centres and agent locations as one consolidated unit, providing call routing instructions to ensure the call is delivered to the right agent. Genesys E-mail and Genesys Web Call Back will also be implemented, giving Qualiflyers' customers the ability to communicate with the call centre via the means they prefer. Genesys E-mail enables the call/contact centre to manage e-mail interactions, and Genesys Web Call Back gives customers the ability via a company's web page to schedule a time for a call back from an agent.

Alex Evans, managing director, Genesys Europe commented, "Based on the Genesys Suite, The Qualiflyer Group's new Customer Care Centre will be able to establish a smooth running multimedia call centre operating across international boundaries, providing a single face to the customer. Working with Cambridge Technology Partners, we are able to ensure that each link of the customer relationship chain is considered, resulting in a truly customer-focussed enterprise."

Rick Weber, Swissair's VP Electronic Commerce and project manager for the Qualiflyer Customer Care Centre, concluded, "We have only one aim with this project - to be the best in customer service and to be renowned for this achievement. By working with vendors such as Genesys, Lucent and Periphonics, we can start this project as we mean to go on. The project will be rolled out to other parts of the world, including the United States and Asia, in due course."

Note to editors:

Genesys Telecommunications Laboratories, Inc. (NASDAQ: GCTI) pioneered the Field of Computer Telephony Integration (CTI) and today is a market-leader in Enterprise Interaction Management software. The Company's interaction management solutions help enterprises reduce costs, increase revenues, and transform the way they manage interactions in the call/contact centre and across the enterprise. Genesys' open, scalable framework and interaction management applications enable the broadest range of contact solutions in the industry, including: integrated screen pop, load balancing, workforce management, outbound dialling, data-driven routing, blended inbound/outbound, and Internet

contact centre capabilities. Genesys' solutions architecture grows with the enterprise and supports customer preference in communications channels - voice, Internet, E-mail etc. Headquartered in San Francisco and with European headquarters in Wokingham, Berkshire, Genesys serves over 500 customers around the world from its 32 direct sales offices and through a select group of industry partners. For more information please visit Genesys at <http://www.genesyslab.com>.

The Qualiflyer Group consists of ten renowned airlines from six different countries. Member airlines are: Swissair, Austrian Airlines, Sabena, TAP Air Portugal, Turkish Airlines, AOM, Crossair, Lauda Air, Tyrolean Airways, and Air Littoral.

Photography is available on request.

CONTACT: Hazel Butters, Marketing Relations, Genesys Europe Tel: +44 (0)1189 74 7024 e-mail: hazelb@genesyslab.co.uk Alexine Waspe/Shelley Facius, Firefly Communications Tel: +44 (0)171 381 4505 e-mail: awaspe@firefly.co.uk

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Document 7 of 11

Education and experience preferred for entry-level positions in zoological care

Sherman, Kevin Scott. Proquest Dissertations And Theses 1999. Section 0664, Part 0517 149 pages; [Ph.D. dissertation].United States -- Oklahoma: Oklahoma State University; 1999. Publication Number: AAT 9942470.

Abstract (Summary)

Scope and method of study . The purpose of this study was to determine the curricular needs, educational level, and practical experience needed for entry-level positions in zoological care and to set a baseline for further research in this area. The population surveyed included Directors, who are in charge of the entire zoological operation and General Curators, who are primarily in charge of the animal collection at the zoo. One hundred and eighty-two institutions were included in the study with a population of 365 individuals. A mail survey questionnaire was used. The instrument contained both closed and open

ended questions. Response rate for this study was 300 individuals (82%). Descriptive statistics including frequencies, percentages, means, standard deviations and ranges were used to report the data collected.

Findings and conclusions . Curricular and topical areas are important in training entry-level zoo and aquarium keepers with emphasis on management, behavior, health, safety, and communication skills. Those seeking entry-level zoological care positions should have a minimum of a bachelor's degree in or related to Animal Husbandry, Animal Science, Zoology, and/or Conservation Biology and have paid animal experience before seeking a job in the zoo and aquarium industry. Practical experience with different species of animals should be a major part of a zoological care preparation program. Both Directors and General Curators look for the same background of education and experience for entry-level positions in zoological care. The majority of the management personnel who participated in this study began their careers in the Zoo and Aquarium Industry with a Bachelor's degree and unpaid domestic animal experience. Currently, the majority of those same respondents have a bachelor's degree and have all most twice the number of years in management experience as in animal care experience. For a majority of career areas listed on the AZA website, the managers prefer at least a bachelor's degree and 2 to 7 years of experience.

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Document 8 of 11

Hayes Introduces Its ADSL PCI Modem

Business Editors & Technology Writers. Business Wire. New York:Oct 13, 1998. p. 1

Abstract (Summary)

The modem is a full rate ADSL card capable of downloads of up to 8 Mbps and uploads up to 870 Kbps over existing copper telephone wiring. The Hayes(TM) ADSL PCI Modem will be available by December 1998 at an estimated list price of \$299.

"Phone companies and end-users have quickly realized that if the Internet is to continue to become increasingly rich with graphics, audio and video, users must connect at much higher rates," said Kordon Vaughn, Hayes' ADSL product manager. "ADSL is capable of delivering voice, data and video at unbelievably high rates over copper telephone lines; up to 100 times faster than the fastest analog modem. Additionally, several phone companies and ISPs have recently announced network upgrades that include ADSL integration. Clearly, ADSL is rapidly emerging as the desired means of high-speed data communications."

Hayes began shipping its first generation ADSL products to Alcatel, the leading supplier of ADSL DSLAM equipment and CPE devices to four of the seven Regional Bell Operating Companies (RBOCs), in June 1998. Vaughn continued, "We feel we are well ahead of our competitors by offering a second-generation, standards-compliant ADSL modem product as early as November. In addition, the Hayes product installs and operates like an analog modem and supports PPP over ATM capabilities, making it a more robust product in feature set."

Full Text (708 words)

Copyright Business Wire Oct 13, 1998

ATLANTA--(BUSINESS WIRE)--Oct. 13, 1998--

Hayes to Deliver ANSI Standards-Compliant ADSL PCI Modem By

December 1998

At DSLCon in Framingham, Mass. today, Hayes Corporation (Nasdaq:HAYZQ, formerly HAYZ) introduced its Hayes ADSL PCI Modem.

The modem is a full rate ADSL card capable of downloads of up to 8 Mbps and uploads up to 870 Kbps over existing copper telephone wiring. The Hayes(TM) ADSL PCI Modem will be available by December 1998 at an estimated list price of \$299.

"Phone companies and end-users have quickly realized that if the Internet is to continue to become increasingly rich with graphics, audio and video, users must connect at much higher rates," said Kordon Vaughn, Hayes' ADSL product manager. "ADSL is capable of delivering voice, data and video at unbelievably high rates over copper telephone lines; up to 100 times faster than the fastest analog modem. Additionally, several phone companies and ISPs have recently announced network upgrades that include ADSL integration. Clearly, ADSL is rapidly emerging as the desired means of high-speed data communications."

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Steve Mank, Hayes' Chief Operating Officer added, "Over the past two years we have evolved our business to support broadband technologies such as ADSL, and we are proving our success in this area with this early-to-market product launch. The introduction of the Hayes ADSL PCI Modem further strengthens our position as a pioneer in high-performance, broadband communications."

Hayes is demonstrating its ADSL PCI Modem in booth no. 406 at DSLCon at the Sheraton Hotel in Framingham, Mass., October 13-15.

The Hayes ADSL PCI Modem is fully compliant with the ANSI ADSL standard T1.413, ratified on June 5, 1998. In addition, the Hayes modem is based on ADSL silicon provided by Alcatel, ensuring product interoperability between the Hayes modem and the RBOC's DSLAM equipment. The modem uses ATM over ADSL, bringing ATM directly to the desktop while providing simultaneous high-speed virtual connections to multiple services. Moreover, ADSL technology greatly enhances the use of existing products and services such as Internet access, streaming video and Voice-over-IP.

End-users will need an ISP account and an ADSL-supported telephone line. The user's telephone or Internet service provider will determine monthly ADSL service charges.

The Hayes ADSL PCI Modem is a 3/4 length card that supports PPP over ATM, bridged multiprotocol (RFC1483) and classical IP network protocols. The modem supports the telephone companies' upstream/downstream classes of service, specifically UBR, CBR and VBR, which makes the product ideal for both residential and commercial installations.

The modem has Plug and Play(R) support and runs on Windows(R) 95, 98 and NT 4.0. It is software upgradeable to allow easy download of future product enhancements, including G.lite. End-users will need a Pentium or compatible processor, 16M memory, 3M free hard-disk space and CD-ROM drive. The modem comes with Hayes' five-year limited warranty.

Hayes Corporation, the Company that invented computer communications via the modem, today designs and markets next-evolution ADSL, cable, and award-winning analog and digital modem products, in addition to low-cost, high-performance remote access servers, including Windows(R) NT-based RAS products. Armed with recognized brands and innovative designs, the Company distributes its products worldwide. For more information visit the Hayes Web site at <http://www.hayes.com>.

NOTE TO EDITORS: "Safe Harbor" statement under the Private Securities Litigation Reform Act of 1995: This release contains forward looking statements that are subject to risks and uncertainties, including, but not limited to, the impact of competitive products and pricing, product demand and market acceptance, new product development, business strategies of the Company or its competitors, reliance on key strategic alliances, availability of raw materials, changes in technology, the regulatory

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Document 9 of 11

E-MAIL OPTIONS SHOW CAPABILITIES BEYOND SENDING, RECEIVING:[NORTH SPORTS FINAL, C Edition]

Phillip Robinson, San Jose Mercury News.. Chicago Tribune. Chicago, Ill.:May 4, 1998. p. 8

Abstract (Summary)

What follows are examples from the latest versions of the most popular Internet e-mail programs: America Online (AOL) version 3; Netscape Communicator 4's mail program, called Messenger; and Microsoft Internet Explorer 4's mail, called Outlook Express.

- Text styling: Here's a little extra you may not have noticed: When you compose a message on AOL, you can use a variety of text colors, sizes, styles and alignments. Just click on the icons at the top of the message body area--the blank space on screen where you type your e-mail. These "Rich Text" changes will only be visible if your recipients are on AOL, however.

Netscape Messenger has a similar set of text-changing buttons above its composition area, as well as a Format menu with those and more. You can change the default text style settings under the Edit menu Preferences choice. You'll notice here that Messenger can also send messages as HTML, the language of the Web, instead of text or Rich Text. That means your e-mail can include clickable Web addresses and other elements of HTML.

Full Text (1122 words)

Copyright Chicago Tribune Co. May 4, 1998

Business. Technology.

Most of us are electronic-mail minimalists. We get new messages, then read them, save, reply and delete them.

Naturally, we create and send a few new messages of our own. And perhaps a few times in each session we forward mail to someone else.

There's nothing wrong with that, certainly. But sticking to only those few steps is like living in only one room of a large house. You might be more comfortable if you stretched out a little, expanded your life to some of the other rooms.

And you know what? You probably already own that larger home. Pretty much every e-mail program has a surprising number of options that few people use. Stretching will only cost you a little learning time.

What follows are examples from the latest versions of the most popular Internet e-mail programs: America Online (AOL) version 3; Netscape Communicator 4's mail program, called Messenger; and Microsoft Internet Explorer 4's mail, called Outlook Express.

All these programs are free. If you have an older version of any of them, some of these same features will be available, though sometimes in slightly different menus and buttons. Except where I mention, all of the notes below apply to both Windows and Macintosh versions of these programs.

- Text styling: Here's a little extra you may not have noticed: When you compose a message on AOL, you can use a variety of text colors, sizes, styles and alignments. Just click on the icons at the top of the message body area--the blank space on screen where you type your e-mail. These "Rich Text" changes will only be visible if your recipients are on AOL, however.

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Ditto for Outlook Express, which has formatting buttons, menu and Edit-menu preferences and HTML ability. In fact, Outlook can use an HTML file as a kind of template for your e-mail messages.

- Quoting in your reply: E-mail messages are often--and should be--to the point. They don't need to be full epistles or reports. But brevity may lead to confusion because, unlike most conversations, there are hour- or day-long interruptions between send and receive.

The answer is to copy part of the original message in your reply, or "quote" it. But be sparing. Don't just repeat the whole thing, or you'll drive people crazy.

In AOL, whatever you highlight of the original message will be quoted when you click on Reply.

In Netscape Messenger, there is a Quote button above the "message to:" line. Also, you can choose whether to automatically quote a message or not, in the Edit menu's Preferences for Mail & Groups, Messages, area.

Outlook Express also has quote choices in its Preferences area.

- Signatures: You may want to add some sort of basic identity information to your e-mail and newsgroup contributions. But typing the same "Me, at this address, with this phone number, and that company affiliation" over and over can be a pain.

That's why there's the "signature." This is an identifier that's automatically appended to every outgoing message. AOL doesn't have them.

In Messenger, you'll find the signature option hidden deep: Edit menu, Preferences choice, Mail & Groups choice, Identity choice and then at the bottom of that window a Signature File line. You simply type up whatever you want, in any program that can save it as a text file, and then specify that file on this line.

Outlook's Signature option doesn't have to point to a file, but can simply append the words you type within the Signature box of the Preferences.

- Security through encryption: Quotes and Signatures tell people what you're talking about and who you are. "Encryption" hides what you're saying.

Messenger and Outlook let you "encrypt" your message so that only someone with the password can read it. You can also do this with any e-mail program by using a separate encryption utility. But in Messenger, for example, encryption is built in. Click on the Security button, which looks like a padlock, above the "To:" line. In the window that appears, click on the Messenger line on the left, and then you'll see choices for encrypting mail messages or using Digital Signatures--a way of verifying who sent the message.

- Attachments: If you want to send someone a long document, a spreadsheet, a picture, or pretty much any other kind of information stored on a computer's hard drive, you can make it an "attachment" to an e-mail message.

That's the theory, at least. In practice, attachments are more like checked baggage on a nightmare airplane flight: they don't show up at the other end.

Often this is because they're too big for some link in the Internet chain. Other times it's just a mystery why the attachments don't come through.

And even if they do reach the other end, if the recipient doesn't have the appropriate program--such as Excel or an Excel-compatible spreadsheet program to open a spreadsheet document--they won't be able to view the stuff anyway.

They'll also need to have the same encoder-decoder that you're using. These have names such as MIME, Uuencode and Binhex. I'd advise you to just experiment to see what works automatically with the e-mail program you have, and if you really need to use attachments, then it will be worth digging into details of encoding.

Still, if you want to experiment with attachments in AOL, just look to the Attach button beside the message composition area. Click on that and then click on the name of the file you want to attach. Remember, large files can take some time to move through slow modems. Then simply click on OK and remember not to move that file until you've sent your e-mail. If you move it, the AOL software won't be able to find it for transmission.

When people send attachments to you, they land on your hard drive. Where on your hard drive? Where you tell them to, courtesy of the File menu's Download Manager command. There you see a list of recent downloaded attachments. There, too, you can set the destination and the preferences--such as whether to decompress squished "Zip" files as soon as they come in.

To attach files in Messenger, click on the Paperclip icon beside the "To:" line of a message. Outlook also uses a paperclip.

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Document 10 of 11

Are you merely scratching surface of e-mail potential?:[DM Edition]

Robinson Phillip. Des Moines Register. Des Moines, Iowa: Apr 20, 1998. p. 4

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URL: [VName=PQD](http://proquest.umi.com/pqdweb?did=28929711&Fmt=1&clientId=19649&RQT=309&VName=PQD)

Document 11 of 11

City: Where empire can strike back

BRIAN DAVIS. The Daily Telegraph. London (UK):Feb 16, 1998. p. 25

Abstract (Summary)

At the same time, the United Kingdom is grappling with the less desirable consequences of industrialisation. The government is setting out to address, via its New Deal, the problem of long-term unemployment, particularly among the young. Miracle treatments for all manner of ailments are now available - if only we had the resources to deliver them. Cars have never been such good value for money but sitting in a comfortable coffin in an endless traffic jam is now many peoples' daily experience. And environmental pollution is threatening our very existence.

Quite simply, we should aim to become the on-line capital of the world. This would mean we become the pre-eminent suppliers of value-added technology and on-line information systems and services. How can this be achieved? We are already fortunate that the United Kingdom has a thriving computer software industry and that a great deal of Europe's computer-based hardware is manufactured in our own silicon valleys and glens. Our education system is well developed and plans are already being made to further expand the installation of internet stations in schools.

However, there is one further requirement. We need to invest in the equivalent of the road and rail networks, which were essential to the success of the industrial revolution. We need to fully cable the UK - not with dirt tracks - but with super-highways that will enable the true potential of full, multi-channel video, voice and data communications to be exploited. Private companies are already making investments in this area but, in exactly the same way that it's of little value if only a few people have telephones, so we need to cable up the whole of the country. This investment can only be speeded up if the government provides greater incentives or takes a direct role and, with so many other demands on the public purse, this needs a good business case to make it happen.

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BELLSOUTH Corp.

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Company/Entity: BELLSOUTH Corp. DUNS Number: 106678006 Ticker: BLS

NAICS/Industry Codes: NAICS/Industry Codes 811213 Communication Equipment Repair and Maintenance

Abstract: Reports the addition of POP3 and office electronic mail access by BellSouth Wireless Data, an Internet company in Woodbridge, New Jersey. Information on wireless-messaging service; Computer hardware requirements; Plans to develop a software package for corporate servers.

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href="http://search.ebscohost.com/login.aspx?direct=true&db=iqh&AN=3107113&site=ehost-live"> BellSouth Service Adds POP3, Office E-Mail Access.< /A>

Database: Internet and Personal Computing Abstracts

Full Text Database:

Section: Twice Communications

BELLSOUTH SERVICE ADDS POP3, OFFICE E-MAIL ACCESS

BellSouth Wireless Data of Woodbridge, N.J., will add e-mail features to its two-way wireless-messaging service, which is being renamed Interactive Messaging Plus from Interactive Paging.

In May, BellSouth will add Corporate E-mail Plus service, which will use existing RIM 950 two-way devices to access a user's Microsoft Exchange corporate e-mail. To enable the service, users must load software on their desktop PC's hard drive to redirect incoming e-mail to the RIM 950 and to reply from the device via their corporate e-mail address. For a separate enterprisewide solution, BellSouth will also make a software package for corporate servers.

Sometime this summer BellSouth will expand its service to deliver two-way access to a subscriber's existing POP3/IMAP e-mail account. BellSouth will pull e-mail at regular intervals from the POP3 server for delivery to a subscriber's RIM 950 keyboard-equipped wireless-messaging device.

Newer versions of the RIM 950 will include the software necessary to make the POP3 service work. Existing RIM 950 users will be able to import the software into the device via the Internet.

Also in the summer, BellSouth will deliver 950s with PIM applications that sync with desktop Microsoft Outlook PIM applications.

The entire portfolio of services is being marketed under the BellSouth MyBiz Interactive brand.

BellSouth has also introduced new rate plans running from \$9.95 to \$69.95/month compared to a previous range of \$24.95 to \$99.95. The device's price remains at \$369.

BellSouth distributes through resellers such as BellSouth Cellular and PageNet.

BellSouth is the latest company to offer corporate or POP3 e-mail access via a wireless messaging device. Another is Research In Motion, the RIM 950's manufacturer. That company already markets a RIM 950-based Blackberry device that operates on the BellSouth network, incorporates PIM applications, and provides two-way access to a user's Microsoft Exchange desktop PC. The company also markets a separate Blackberry Internet edition that delivers the same functionality to POP3 e-mail accounts supplied by ISP RCN.

RIM sells direct and through Microsoft ExchangeVARs.

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Abstract:Looks at handset personalization technologies available in the wireless communications market in the United States. Applications of Motorola's VoXML, a voice interface that allows access to the Web; Features of Nokia's 7100 series Wireless Application Protocol (WAP)-compatible phones; Personal computer capabilities of Ericsson's WAP-enabled handset.

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href="http://search.ebscohost.com/login.aspx?direct=true&db=iqh&AN=3316089&site=ehost-live"> Future Phone.</ A>

Database: Internet and Personal Computing Abstracts

Full Text Database:

FUTURE PHONE

Will tomorrow's technology meet your subscribers' needs? Manufacturers share what's on tap for handset development.

For every phone, there's a subscriber. There are sleek phones with colorful faceplates; shiny, tiny phones and multibutton, multifunction phones. In today's wireless market, handset personalization isn't just a matter of choice, it's a matter of technology. WAP and voice markup language (VoXML) has promised to take that personalization one step further with downloadable ring tones, hybrid PC phones and on-the-fly voice-activated Web browsing.

Based on the World Wide Web Consortium's extensible markup language (XML) standards, Motorola created VoXML, a voice interface that will allow access to the Web. The application follows the syntactic or voice-to-text technology of XML to support the creation of interactive speech applications. VoXML is not a wireless protocol, so it can be accessed via a wireline or wireless phone directly dialing into the browser. Instead of using a PC equipped with an HTML-operated Web browser, a user enters a database, via the Internet or intranet, through a voice browser and receives information back through an audio/grammar Web server.

Although VoXML will not be limited to the wireless industry, providers are especially interested in its ability to give customers more hands-free capabilities. Facing the possibility of strict no-talk-and-drive laws in several states, subscribers could benefit greatly from the added safety VoXML will bring to the mobile environment.

Paul Gill, U.S. Cellular director of procurement, said voice-activated Web browsing could expand wireless-data offerings, but he didn't see it completely taking over as the navigational tool for the wireless Web.

"Voice recognition has always been a problem," he said. "VoxML will not be able to replace good old-fashioned WML."

Nevertheless, in March, Motorola unleashed a multimillion-dollar advertising blitz for Mya, its VoxML application. Current reports from Motorola have Mya being deployed later this quarter.

In the meantime, Motorola is working to expand VoxML Web applications with its VoxML Developer Program. Without a large portfolio of VoxML Web hosts, the technology could fall flat. To combat this possible problem, Motorola has created VoxML as an open interface, allowing potential Web developers to download the development kit directly from Motorola's Web site. Once the development software is installed, a developer can use VoxML in the user-dialog statements to create a file that formally defines the dialog, enabling seamless voice access to the Web page.

Not wanting to give away his company's strategies, Gill said U.S. Cellular is focused on rolling out more personalization applications, of which VoxML could be one. Once the technology is available, 1-touch VoxML access may be only a matter of embedding a phone number into a handset's phone book.

Also on the horizon is VerbalTek's VerbalWAP, another voice-navigation microbrowser. Unlike VoxML, this product is specifically designed for the mobile world and advances existing methods of speech input through embedded systems. With VerbalTek's VerbalInput technology, speech-to-text algorithms are delivered in WAP-friendly codes straight to a user's handset. VerbalWAP is designed for easy integration into current and future wireless microbrowsers and is compatible with an i-Mode interface. The language-based system won't be limited to English-users, either. VerbalTek expects to release the product in multiple languages including Chinese, Japanese and Korean.

WAP Phones

Poised to deliver expanded customization, several handset makers are expecting to launch WAP-enabled phones in the United States as early as the end of this year. Nokia has announced its exclusive 7100 series WAP-compatible phones. The 7100 offers voice dialing, a 1,000-entry memory bank, Bluetooth technology and an infrared link that allows users to share information with their PC databases. According to Randy Roberts, Nokia manager of digital convergence, the 7100 series also features predictive text input, can support data at 14.4kb/s and is a dual-band GSM 900/GSM 1800 phone.

The 7100's ability to allow subscribers to compose their own ring tones or download musical ring tones directly to their phones also gives added personalization to the handset. With WAP technology, subscribers even can use the opening notes to a No. 1 pop song for their ring tones.

Another key feature of WAP phones is the ability to download photo-quality graphics. Here, expanded screen function becomes crucial for delivery. Samsung's high-resolution, WAP-ready IMT- 2000 phone is able to support moving pictures with a 2-inch reflective TFT-LCD display screen. With low-temperature poly-silicon processing, driver circuits and peripheral circuits are built in, enhancing the portability and vibration resistance.

PC Phones

Judging by the concept phones of Ericsson, Motorola, Nokia and Samsung, handsets eventually will act more like PCs than phones. Roberts said hybrid phones such as these are the future for wireless handsets.

Ericsson's WAP-enabled personal communicator looks like a miniature Starship Enterprise. Complete with a docking station, the smart phone has an embedded digital camera to allow for video conferencing, and can compose, send and receive faxed messages.

Advanced microprocessors give the Ericsson hybrid and its smart-phone cousins PC capabilities. The storage and creation of larger volumes of data, as well as sharing data between devices, may eventually allow users to leave their PCs behind. Ericsson's latest prototype is a GSM phone with a 32 ROM/16 RAM operating system built in. Delivering Bluetooth operability, the handset offers effortless connectivity with a user's printer, PC or A. The display screen on Ericsson's new handset is also about 15% larger than average handsets to allow for better Internet browsing and message composition.

On Nokia's 7100 series phones, Navi Roller and Navi Key technology make it especially easy to browse through files and enter information in dialog boxes. The Navi Roller naturally mimics a mouse without taking up as much room as arrow controls. Tim Walden, CenturyTel director of network planning, said "optimizing belt space" is a customer priority.

"Integrated devices will save subscribers the hassle of having to carry around a pager, a Palm Pilot and a phone," Walden said.

U.S. Cellular's Gill envisions a portable that will automatically call your mother on her birthday and be able to send picture post cards of your latest vacation.

"It's not a matter of if, but when," he said.

Digital organizers are jumping on the wireless bandwagon as well. With the introduction of the Palm VII, wireless-handset manufacturers are scrambling to offer more software applications to rival the latest wireless A.

Currently, Palm offers business, educational, add-on security and entertainment software all on its Palm VII, a streamlined wireless device with few buttons and a wide screen. Looking at handset manufacturers' concept phones, it's clear the Palm VII had an influence on the design and functionality of these devices.

But Gill is quick to point out that the Palm VII is not a phone and has yet to make the move to adding high-quality voice applications.

What Customers Want

With all of the advances being made in handsets, sometimes the technology can get too far ahead of your subscribers or even your network. Many of tomorrow's concept phones use hi-tech interfaces such as GSM and cdma2000, causing manufacturers to bemoan providers' not upgrading their networks faster.

"3G networks will offer higher data speeds and give the devices the infrastructure they need to operate the way they were meant to," Roberts said.

On the other hand, providers say the high cost of upgrading the network leaves little room for subsidizing cutting-edge handsets.

U.S. Cellular currently offers Audiovox, Ericsson, Kyocera and Nokia phones. According to Gill, Nokia's more economical models make up the lion's share of U.S. Cellular subscriber handsets.

"You know these phones aren't cheap for us or our customer," Gill said. "Once they come down in price, I think you will see a lot of them being used."

For example, Samsung and LGIC USA both offer an MP3 player/recorder embedded in a handset. But with costs running as high as 450 to 500 for a similar model available in Korea, some providers feel turning a handset into a music-listening device is not a realistic approach to customer demands.

"I'm not so sure your average subscriber is going to be utilizing those applications (MP3)," Gill said. "Technology has to be focused on what the customer wants and what he will pay for."

Beauty For The Beholder

For some customers, the way a handset looks on the outside is just as crucial as the technology used inside.

"They want to be seen with it," Gill said. "Let's face it, that's why Nokia's chrome phone has been so popular. It gets noticed."

Offering a pleasing look and value-added functions, phones with touch-screen keypads will be an integral part of handset technology, Walden predicted. He said touch screens will offer better functionality in a mobile environment than rollers or mouse pads and save some handset real estate at the same time.

Several of today's prototype handsets feature touch-screen functionality. Although, in the past, touch screens and flip-top keyboards have not fared well, Walden said with more technology being packed into handsets, touch screens will be a natural transition that customers will appreciate.

PHOTO (COLOR): Ericsson's space-age concept smart phone has a large docking station that will provide a speaker phone and hi-fi MP3 player. The handset also boasts a big

touch screen, which allows for better Web-browsing, video-conferencing and positioning applications.

PHOTO (COLOR): Samsung's dual-band MP3 phone features a stereophonic sound system, a remote sound handset and data capabilities, including Internet access.

PHOTO (COLOR): The highlight of the Nokia 7100 series it is large memory database, which can store up to 1,000 contacts with five entries each. The WAP-enabled phone also features a Bluetooth link for fast PC connection and downloadable ring tones.

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By Tarre Beach, SUPPLEMENT EDITOR

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Record: 3

Title: Making sure the mail makes it through.

Authors: Bruno, Lee

Source: Data Communications; Nov1997, Vol. 26 Issue 15, p31, 2p, 1 chart, 1 diagram

Document Type: Article

Subject Terms: ELECTRONIC mail systems

SUN Microsystems Inc.

TELECOMMUNICATION

Geographic Terms: UNITED States

Company/Entity: SUN Microsystems Inc. Ticker: SUNW

NAICS/Industry Codes: NAICS/Industry Codes 811213 Communication Equipment Repair and Maintenance

Abstract: Focuses on electronic mail services of Sun Microsystems Inc. in the United States. Scalability of Sun's Internet Mail Server over LAN-based mail systems; Anti-spamming feature of the server; Administration of Java; Central management of the mail systems; Requirement of Unix expertise in installation and configuration of the server.

ISSN: 0363-6399

Accession Number: 2557046

Persistent link to this record

(Permalink): <http://search.ebscohost.com/login.aspx?direct=true&db=iqh&AN=2557046&site=ehost-live>

Cut and Paste: < A

href="http://search.ebscohost.com/login.aspx?direct=true&db=iqh&AN=2557046&site=ehost-live"> Making sure the mail makes it through.< /A>

Database: Internet and Personal Computing Abstracts

Record: 4
Title: On-Line.
Authors: Harter, Betsy
Reed-Flynn, Heather
Source: Wireless Review; 10/01/99, Vol. 16 Issue 19, p8, 4p, 6 color
Document Type: Article
Subject Terms: WIRELESS communication systems
UNITED States. Federal Communications Commission
SURVEYS
NORTH Dakota. Public Service Commission -- Trials, litigation, etc.
Company/Entity: UNITED States. Federal Communications Commission
CONSOLIDATED Telephone Co.
NAICS/Industry Codes: NAICS/Industry Codes 926130 Regulation and Administration of Communications, Electric, Gas, and Other Utilities
334220 Radio and Television Broadcasting and Wireless Communications Equipment Manufacturing
Abstract: Presents various news briefs on wireless telecommunications. Technology requirements for wireline, cellular and PCS carriers the United States Federal Communications Commission has adopted to comply with CALEA; Details on the Teenage Marketing and Lifestyle Survey from Teenage Research Unlimited (TRU); Total fine paid by the State of North Dakota Public Service Commission to Consolidated Telephone Cooperative for discontinuing service to Western Wireless.
Full Text Word Count: 2151
ISSN: 1099-9248
Accession Number: 2364424
Persistent link to this record
(Permalink): <http://search.ebscohost.com/login.aspx?direct=true&db=iqh&AN=2364424&site=ehost-live>
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href="http://search.ebscohost.com/login.aspx?direct=true&db=iqh&AN=2364424&site=ehost-live"> On-Line. < / A >
Database: Internet and Personal Computing Abstracts
Full Text Database:

ON-LINE
CALEA Irks Carriers
The FCC recently adopted technical requirements for wireline, cellular and PCS carriers to comply with CALEA. Although the Department of Justice and the FBI view it positively, wireless carriers are not pleased with the ruling.

"The FBI request for additional authority went beyond the intent and scope of CALEA and will represent a significant cost to the wireless industry and its customers," said Jonathan Marshall, AirTouch spokesperson.

Andrea Linskey, Bell Atlantic Mobile (BAM) spokesperson, said the cost will be significant for wireless carriers due to specific technological issues they must resolve to comply.

"We're concerned that the FCC did not focus enough on wireless in this ruling," she said. "It lumped us all into the same group."

Two types of wiretap court orders exist today. One allows a law enforcement agency (LEA) to obtain information about a call. The other allows a LEA to hear (or see, in the case of e-mail messages or pages) a call's content. Michael Altschul, CTIA vice president & general counsel, said if a LEA obtains packet-mode data right now, it can see a call's content, even if a LEA only needs information about a call's address.

"You don't have the ability to get address information without getting content," he said, adding that some civil liberties groups have indicated they will challenge the ruling.

Linskey said BAM is trying to give the FBI what it wants without compromising the privacy of all of its customers.

Marshall said AirTouch is counting on network vendors to create solutions to the new "punch list" items over the next two years. Linskey said BAM is looking to vendors for solutions also, but vendors still are waiting for a reimbursement fund to help pay for new technologies.

"My understanding is the reimbursement fund that was supposed to be established has not been fully approved, and the FBI has made no contracts with vendors to move forward," Linskey said.

Altschul explained that Congress initially indicated it would appropriate \$500 million to pay for CALEA upgrades.

"(\$500 million) will cover the software," he said. "It doesn't cover the equipment necessary to upgrade the switches."

Linskey said BAM would like to engage in more dialog.

"I would think there would be a lot of behind-the-scenes stuff going on, and if we can get enough carriers on the same page, maybe we will challenge this, but I don't know if that will happen," she said.

-- By Betsy Harter, Features Editor
Second Chance for Greener Grass?

Nextwave's licenses represent a majority of the C-block spectrum, but what real value do they hold for other C-block carriers? The question of fairness comes to mind when discussing Nextwave's bankruptcy court proceedings. Should Nextwave be given a second chance to operate with lower costs?

"I don't know if either way is a good deal for Nextwave," said Brian Cotton, Frost & Sullivan wireless communications industry manager. "They'd probably get a better deal from the FCC, but if they were able to develop that spectrum, I don't know if they would get a return on it in the long term."

According to Bill McKell, Horizon Personal Communications president, the FCC had an opportunity to deal with payment issues up front, before the companies went bankrupt, but refused to do it.

"It's not fair, but the process wasn't fair from the beginning," he said.

It still is uncertain what will become of the C-block licenses, but whatever the outcome, the decision will set a precedent.

"I think it's important that the courts are looking at what those licenses are really worth, allowing them to pay a price that is appropriate," McKell said.

According to Cotton, the FCC is sending a confusing message, and maybe a dose of natural monopoly is necessary in telecommunications because it is so capital-intensive and wide-ranging.

"If you don't have the resources from the get-go, you're not going to be successful," he said. "That can be discouraging."

The FCC's apparent support of Nextel's attempt to acquire the licenses has raised eyebrows.

"I think it's completely inappropriate that the FCC would be favoring one wireless carrier over the others," McKell said. "It's appropriate for the FCC to look at alternatives to bankruptcy, but they need to do it in a manner that is fair to all carriers and not what appears to be a behind-the-door negotiation."

Spectrum caps were designed to promote competition, allowing smaller companies to get involved without enduring a lot of upfront costs.

Functionally, Nextel should fall under the spectrum cap and not be allowed to have those licenses, Cotton said. But because the FCC still is considering it as an option, the issue remains murky.

"It's like Animal Farm," Cotton said. "All animals are created equal, but some animals are more equal than others."

-- By Heather Reed-Flynn,
Editorial Assistant
A Phone in Every Backpack

What's "in" with young Americans between the ages of 12 and 19? First place goes to cellular phones; second place to backpacks, according to the annual Teenage Marketing & Lifestyle Survey from Teenage Research Unlimited (TRU).

So when Dan Hesse, AT&T Wireless Services president & CEO, says he wants "a wireless phone in every backpack," how can he miss? Especially when only 15.7% of these young people actually own wireless phones, according to the survey.

AT&T researchers studied the wireless market in Finland, and determined the youth segment was driving it, according to Ken Woo, AT&T Wireless communications director. AT&T Wireless' new Family Plan is aimed directly at that youth segment in the United States. It is designed to keep families connected wirelessly by allowing unlimited calls between family members and to the home's wired phone within the family calling area.

Here's how it works: One adult family member, Mom, for example, subscribes to a calling plan consisting of either 400 minutes of non-family calling at \$49.99 a month or 600 minutes of non-family calling at \$69.99 per month. Then Mom can add as many as four additional callers, perhaps three children and Dad. Each will use an AT&T multinetwork phone to make calls home and to one another for no additional cost. If Dad wants to use his phone for calls to individuals other than the family members, he can get the \$29.95-per-month plan, which includes 200 minutes of non-family calling, or he can subscribe to one of the higher-priced plans.

Dan Drath, TRU research director, said that the primary consideration now for a parent purchasing a phone for his child is safety and security. However, barriers include price, the durability of the handsets and the refusal of many schools to permit wireless phones.

"Parents feel OK about where the kids are during the day; it's after school when play practice is running late or has been cancelled that they want to hear from their child," Drath said. Schools will have to find a way to allow teenagers to have access to their phones after school, he said.

And although teens may tell their parents that they want the phones to call home, they really want to call their friends.

"Teens admit to us pretty readily that once they have that phone, they're not going to be calling their parents that much because they don't want to be on that leash," Drath said.

The TRU survey reveals youngsters spend on average about eight hours a week talking on the phone. That translates to more than 1,900 minutes per month -- a pricey proposition if a wireless phone were being used.

-- By Marcia Martinek, Managing Editor
Ruling Brightens Future of Fixed Wireless

The State of North Dakota Public Service Commission fined Consolidated Telephone Cooperative for discontinuing service to Western Wireless in the early part of this year

with the intent of preventing the mobile company from providing competitive service.

The commission's \$15,000 fine, of which all but \$1,500 is suspended on the condition that Consolidated stay out of trouble for the next two years, is seen as a victory for the future of fixed wireless.

Telecommunications analyst Herschel Shosteck said Western Wireless' legal battle sets a precedent for the industry.

"This is just one more move that tells me fixed-wireless applications are absolutely going to happen, and they're going to happen worldwide," he said.

The decision in North Dakota will put pressure on the FCC to allow Western Wireless and other wireless carriers access to universal-service funds and the opportunity to serve Indian reservations and rural areas with fixed-wireless service.

Currently, Western Wireless is awaiting eligible telecommunications company status to receive U.S. funds and provide service to the Crow Indian Nation in Montana.

Shosteck said Western Wireless is now one step closer to becoming a reservation service provider and paving the way for fixed wireless. He also predicted that reservation and rural service will transition from wireline to wireless with a hybrid solution. Wireless companies could allow fixed-wireline cooperatives to resell their mobile service, keeping cooperatives such as Consolidated in the market but out of the competition and less likely to act the way it did in North Dakota.

-- By Tarre Beach, Staff Writer
In Other News ...

Horizon Personal Communications has tripled the size of its service area through its management agreement with Sprint PCS. Horizon, an affiliate of The Chillicothe Telephone Company, now will serve 4.9 million people in Kentucky, Maryland, Ohio, Virginia and West Virginia.

Ericsson intends to pay about \$22 million cash for all rights to the network-planning-software and field-measurement-product divisions at LLC International. The two companies also entered into a 3-year product-supply agreement for certain field-measurement and network-optimization products, as well as a license agreement where Ericsson will license network-planning software to LCC.

Virginia Tech University has been awarded a \$1 million research grant from the National Science Foundation. The school's Electrical and Computer Engineering and Computer Science departments intend to use the 3-year grant to help speed deployment of wireless phone, Internet and video technology globally.

Powertel now offers international roaming to its customers for \$2 per month, plus per-minute calling charges, which vary among international carriers. Apart from sending and receiving calls, international roaming will allow customers to use voice mail, e-mail, Internet surfing, reciprocal faxing, 2-way messaging and most other wireless features available in North America.

CALEA Fallout

Required

Content of subject-initiated conference calls: A law-enforcement agency (LEA) can access the content of conference calls the subject under surveillance initiates (including the call content of parties on hold).

Party hold, join, drop on conference calls: Carrier will send the LEA messages that identify active parties of a call. Specifically, on a conference call, these messages indicate whether a party is holding, has joined or has been dropped.

Subject-initiated dialing and signaling information: Access to subject's dialing and signaling information will inform a LEA of a subject's use of features.

In-band and out-of-band signaling: Carrier will send the LEA a message whenever a subject's service sends a tone or other network message to the subject or associate.

Timing information: Carrier will send the LEA information permitting it to correlate call identifying information with the call content of a communications interception.

Dialed digit extraction: The originating carrier will provide any digits dialed by the subject after connecting to another carrier's service.

Not Required

Surveillance status: Carrier would send the LEA a message to verify it has established a wiretap, which is functioning correctly.

Continuity check tone: Electronic signal would alert the LEA if the facility used for delivery of call-content interception failed or lost continuity.

Feature status: Carrier would notify the LEA when, for the facilities under surveillance, subject adds or deletes specific subscription-based calling services.

Telecom '99

This month marks the eighth annual Telecom '99 conference and exhibition in Geneva. With more than 1,000 exhibitors from 48 countries and more than 200,000 attendees expected, it is the show of the year.

In addition to the full-week exhibition, the International Telecommunications Union has put together the Forum, a conference packed with some of the world's most influential and powerful telecom executives, including Bill Gates, Microsoft chairman & CEO; C. Michael Armstrong, AT&T chairman & CEO; and Lawrence Ellison, Oracle chairman & CEO. Designed to highlight new technologies and examine industry strategies, the Forum comprises four summits and eight combined sessions.

Wireless Review has put together a conference guide to help you plan your week. Check out www.wirelessreview.com for a quick look at some of the key sessions you shouldn't miss.

Teens ID What's "In"

Teen Research Unlimited's annual survey indicates the percentages of persons in the 12-to-19-age group who think these items are "in."

Cellular Phones	80.7%
Backpacks	78.3%
Pagers/Beepers	75.4%

Phone Cards	65.5%
Candles	58.8%
Tattoos	54.0%
Volkswagon Beetle	48.0%

PHOTO (COLOR): Sprint PCS in South Florida sponsors the Hollywood Downtown Redevelopment Agency's "Lunchtime Express" trolley. Waiters call in orders as riders are whisked to area restaurants. Meals are ready by the time they arrive, so customers can eat, shop and still get back to work in about an hour.

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Record: 5

Title: The magnificent seven; Palm VII.

Authors: Chen, Elaine C Y

Source: Mobile Computing & Communications; October 1, 1999, Vol. 10 Issue 10, p36-37, 2p

Document Type: Product Review

Subject Terms: POCKET computers

REMOTE computing

MOBILE computing

WIRELESS communication systems

Geographic Terms: UNITED States

Author-Supplied Keywords: Palm VII

3Com Palm Computing

Abstract: Presents a favorable review of the Palm VII (\$599), a hand-held computer from 3Com Palm Computing of Santa Clara, CA. Explains that it is a bulkier and longer version of the Palm III. Cites features such as a familiar form factor, 2MB of memory, a wireless modem with its own recharger, a main unit that runs on AAA batteries, flip-out plastic-encased antenna, ease of installation, a choice between two Palm.net service plans, and Web-clipping applications. Mentions, however, that it has electronic mail restrictions and that service is not yet available beyond the largest metropolitan areas. Concludes that it is a solid product providing value, comfort and portability to Palm users who want built-in wireless Internet access. Includes one photo and one product summary.

Notes: Product Rating: Palm VII: B

ISSN: 1091-1669

URL: <http://www.palm.com>

Accession Number: IPCA0588203

Persistent link to this record

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href="http://search.ebscohost.com/login.aspx?direct=true&db=iqh&AN=IPCA0588203&site=ehost-live"> The magnificent seven; Palm VII.< /A>

Database: Internet and Personal Computing Abstracts

Record: 6

Title: WIRELESS INDUSTRY TALKS PRO-PRIVACY.

Authors: Gohring, Nancy

Source: Interactive Week; 12/4/2000, Vol. 7 Issue 49, p24, 1/2p

Document Type: Article

Subject Terms: UNITED States. Federal Communications Commission

WIRELESS communication systems

TELEPHONE -- Emergency reporting systems

Geographic Terms: UNITED States

Company/Entity: UNITED States. Federal Communications Commission

NAICS/Industry Codes: NAICS/Industry Codes 926130 Regulation and Administration of Communications, Electric, Gas, and Other Utilities

334220 Radio and Television Broadcasting and Wireless Communications Equipment Manufacturing

Abstract: Reports on the requirement by the United States Federal Communications Commission for wireless operators to implement technology that can pinpoint the location of customers for 911 calls. How to help cover the cost of the technology; Petition filed by the Cellular Telecommunications and Internet Association; Remarks from Ari Schwartz, senior policy analyst at the Center for Democracy and Technology.

Full Text Word Count: 441

ISSN: 1078-7259

Accession Number: 3849941

Persistent link to this record

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href="http://search.ebscohost.com/login.aspx?direct=true&db=iqh&AN=3849941&site=ehost-live"> WIRELESS INDUSTRY TALKS PRO-PRIVACY.< /A>

Database: Internet and Personal Computing Abstracts

Full Text Database:

Section: Newsfront

POLICY

WIRELESS INDUSTRY TALKS PRO-PRIVACY

have often fought the efforts of privacy groups, wireless operators are willing supporters, pushing for a federal rule that they can use to show consumers that private information is, well, private.

"Companies need to have the trust of the consumer in order to get them to use the product," said Ari Schwartz, senior policy analyst at the Center for Democracy and Technology, discussing the location tracking abilities of new cell phones. "If the technology is going to be a digital dog tag, people aren't going to use it."

Wireless operators are required by the Federal Communications Commission to implement technology that can pinpoint the location of customers for 911 calls. To help cover the cost of that technology, operators are keen to introduce fee-based services that use the technology. Privacy groups, however, believe that the potential for abuse of location information is high, and that customers do not want to be bombarded by advertisers that might get access to the information. Wireless carriers support the privacy push because they don't want to lose the potential revenue from such services due to customer fears.

The question now is exactly how location information should be controlled. The Cellular Telecommunications and Internet Association -- formerly the Cellular Telecommunications Industry Association -- filed a petition with the FCC requesting a rule that would require operators to get customers' approval for locating them and assure customers of the security of that information. The Federal Trade Commission scheduled a two-day public meeting next week to discuss the implications of location-based services. If the FTC decides to enact a rule, it will likely do so in conjunction with the FCC, an FCC spokesman said.

Privacy groups are anxious to secure regulations before the services go commercial. "We're ahead of the game," Schwartz said. "It gives us the opportunity to speak up and say it's not acceptable to use location information as a general piece of information to be turned over in any circumstance."

Wireless players may be more eager to police themselves, however. "I'm not totally sure people are seeking regulations," said Mike Amarosa, vice president for public affairs at TruePosition, a location information provider. TruePosition requires customer consent before it will furnish location data.

CTIA's Holiday List to the Federal Communications Commission

Wireless location providers should:

Inform customers about collection and use of location information

Offer customers the opportunity to consent before the information is used

Ensure security of the data and permit customer access to it

Provide uniform rules, regardless of where customers may be roaming or which location technology they use

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By Nancy Gohring, Senior Writer

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Record: 7

Title: You may want some silicon germanium with those chips.

Authors: Mason, Charles

Source: America's Network; 11/15/98, Vol. 102 Issue 22, p3, 2/5p

Document Type: Article

Subject Terms: INTERNATIONAL Business Machines Corp.

INTEGRATED circuits

SILICON

GERMANIUM

WIRELESS communication systems

INDUSTRIAL applications

Geographic Terms: UNITED States

Company/Entity: INTERNATIONAL Business Machines Corp. DUNS Number: 001368083

Ticker: IBM

NAICS/Industry Codes: NAICS/Industry Codes 334220 Radio and Television Broadcasting and Wireless Communications Equipment Manufacturing

Abstract: Reports that International Business Machines Corp. (IBM) has begun producing integrated circuits using its patented silicon germanium manufacturing process in the United States. Implications for wireless data systems; Expectation that process will accelerate integration of cellular telephone, electronic mail and Internet access functions; Replacement for gallium arsenide parts.

Full Text Word Count: 339

ISSN: 1075-5292

Accession Number: 1332778

Persistent link to this record

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[href="http://search.ebscohost.com/login.aspx?direct=true&db=iqh&AN=1332778&site=ehost-live">](http://search.ebscohost.com/login.aspx?direct=true&db=iqh&AN=1332778&site=ehost-live) You may want some silicon germanium with those chips.

Database: Internet and Personal Computing Abstracts

Full Text Database:

Section: WIRELESS: Notebook

YOU MAY WANT SOME SILICON GERMANIUM WITH THOSE CHIPS

IBM's foray into producing the first standard high-volume chips using its patented silicon germanium manufacturing process is good news for wireless data. IBM and observers agree that as these chips enter the market, consumers likely will benefit from new cell

phones, pagers and other wireless devices that have extended battery life, carry out multiple functions, and are smaller, lighter and less expensive.

IBM is the first chipmaker to introduce silicon germanium technology into high-volume, mainstream manufacturing. Initially pioneered by IBM as an alternative high-speed chip material for mainframe computing, silicon germanium is considered an ideal compound for building many of the key chips used in wireless products.

Silicon germanium's suitability for complex designs is expected to accelerate the integration of cell phone, e-mail and Internet access functions into a single device, spawning a new breed of handheld "information appliances," says Mike Attardo, general manager of IBM's Microelectronics Division (Fishkill, N.Y.).

Attardo notes that semiconductors used in high-volume communications devices typically require a combination of high speed, low noise and low power, which place unique demands on designs and materials that cannot be addressed by traditional chip-manufacturing technologies.

Before IBM was able to mass-produce silicon germanium, manufacturers had to rely on more costly, power-hungry and exotic technologies such as gallium arsenide to manage the high-speed signals transmitted by wireless communications devices.

The first silicon germanium chips announced by IBM are basic components found in most wireless product designs. These basic building blocks include low-noise amplifiers, voltage-controlled oscillators, power amplifiers and discrete transistors.

Several of the chips are being designed as lower cost, highly reliable, direct replacements for gallium arsenide parts.

The production of wireless devices is expected to grow to more than 450 million units per year by 2002, according to industry researchers at Dataquest (San Jose, Calif.). The opportunity for chips that process radio frequency (RF) signals alone is expected to reach \$7 billion by that year.

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By Charles Mason

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Record: 1

Title: BellSouth Service Adds POP3, Office E-Mail Access.

Source:TWICE: This Week in Consumer Electronics; 04/17/2000, Vol. 15 Issue 10, p22, 1/4p

Document Type:Article

Subject Terms:INTERNET industry

ELECTRONIC mail systems

BELLSOUTH Corp.

TELECOMMUNICATION

Geographic Terms:NEW Jersey

WOODBIDGE (N.J.)

UNITED States

Company/Entity:BELLSOUTH Corp. DUNS Number: 106678006 Ticker: BLS

NAICS/Industry Codes:NAICS/Industry Codes 811213 Communication Equipment Repair and Maintenance

Abstract:Reports the addition of POP3 and office electronic mail access by BellSouth Wireless Data, an Internet company in Woodbridge, New Jersey. Information on wireless-messaging service; Computer hardware requirements; Plans to develop a software package for corporate servers.

Full Text Word Count:346

ISSN:0892-7278

Accession Number:3107113

Persistent link to this record

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[href="http://search.ebscohost.com/login.aspx?direct=true&db=iqh&AN=3107113&site=ehost-live"](http://search.ebscohost.com/login.aspx?direct=true&db=iqh&AN=3107113&site=ehost-live)> BellSouth Service Adds POP3, Office E-Mail Access.< /A>

Database: Internet and Personal Computing Abstracts

Full Text Database:

Section: Twice Communications

BELLSOUTH SERVICE ADDS POP3, OFFICE E-MAIL ACCESS

BellSouth Wireless Data of Woodbridge, N.J., will add e-mail features to its two-way wireless-messaging service, which is being renamed Interactive Messaging Plus from Interactive Paging.

In May, BellSouth will add Corporate E-mail Plus service, which will use existing RIM 950 two-way devices to access a user's Microsoft Exchange corporate e-mail. To enable the service, users must load software on their desktop PC's hard drive to redirect incoming e-mail to the RIM 950 and to reply from the device via their corporate e-mail address. For a separate enterprisewide solution, BellSouth wall also make a software package for corporate servers.

Sometime this summer BellSouth will expand its service to deliver two-way access to a subscriber's existing POP3/IMAP e-mail account. BellSouth will pull e-mail at regular intervals from the POP3 server for delivery to a subscriber's RIM 950 keyboard-equipped wireless-messaging device.

Newer versions of the RIM 950 will include the software necessary to make the POP3 service work. Existing RIM 950 users will be able to import the software into the device via the Internet.

Also in the summer, BellSouth will deliver 950s with PIM applications that sync with desktop Microsoft Outlook PIM applications.

The entire portfolio of services is being marketed under the BellSouth MyBiz Interactive brand.

BellSouth has also introduced new rate plans running from \$9.95 to \$69.95/month compared to a previous range of \$24.95 to \$99.95. The device's price remains at \$369.

BellSouth distributes through resellers such as BellSouth Cellular and PageNet.

BellSouth is the latest company to offer corporate or POP3 e-mail access via a wireless messaging device. Another is Research In Motion, the RIM 950's manufacturer. That company already markets a RIM 950-based Blackberry device that operates on the BellSouth network, incorporates PIM applications, and provides two-way access to a user's Microsoft Exchange desktop PC. The company also markets a separate Blackberry Internet edition that delivers the same functionality to POP3 e-mail accounts supplied by ISP RCN.

RIM sells direct and through Microsoft ExchangeVARs.

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The link information above provides a persistent link to the article you've requested.

Record: 2

Title: Future Phone.

Authors: Beach, Tarre

Source: Wireless Review; 07/01/2000, Vol. 17 Issue 13, p42, 3p, 3 color

Document Type: Article

Subject Terms: WIRELESS communication systems

NOKIA Corp.

MOTOROLA Inc.

PROGRAMMING languages (Electronic computers)

Company/Entity: NOKIA Corp.

MOTOROLA Inc. DUNS Number: 001325463 Ticker: MOT

ERICSSON Inc. DUNS Number: 139557425

NAICS/Industry Codes: NAICS/Industry Codes 334220 Radio and Television Broadcasting and Wireless Communications Equipment Manufacturing

Abstract: Looks at handset personalization technologies available in the wireless communications market in the United States. Applications of Motorola's VoxML, a voice interface that allows access to the Web; Features of Nokia's 7100 series Wireless Application Protocol (WAP)-compatible phones; Personal computer capabilities of Ericsson's WAP-enabled handset.

Full Text Word Count: 1593

ISSN: 1099-9248

Accession Number: 3316089

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href="http://search.ebscohost.com/login.aspx?direct=true&db=iqh&AN=3316089&site=ehost-live"> Future Phone.< /A>

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FUTURE PHONE

Will tomorrow's technology meet your subscribers' needs? Manufacturers share what's on tap for handset development.

For every phone, there's a subscriber. There are sleek phones with colorful faceplates; shiny, tiny phones and multibutton, multifunction phones. In today's wireless market, handset personalization isn't just a matter of choice, it's a matter of technology. WAP and voice markup language (VoxML) has promised to take that personalization one step further with downloadable ring tones, hybrid PC phones and on-the-fly voice-activated Web browsing.

Based on the World Wide Web Consortium's extensible markup language (XML) standards, Motorola created VoxML, a voice interface that will allow access to the Web. The application follows the syntactic or voice-to-text technology of XML to support the creation of interactive speech applications. VoxML is not a wireless protocol, so it can be accessed via a wireline or wireless phone directly dialing into the browser. Instead of using a PC equipped with an HTML-operated Web browser, a user enters a database, via the Internet or intranet, through a voice browser and receives information back through an audio/grammar Web server.

Although VoxML will not be limited to the wireless industry, providers are especially interested in its ability to give customers more hands-free capabilities. Facing the possibility of strict no-talk-and-drive laws in several states, subscribers could benefit greatly from the added safety VoxML will bring to the mobile environment.

Paul Gill, U.S. Cellular director of procurement, said voice-activated Web browsing could expand wireless-data offerings, but he didn't see it completely taking over as the navigational tool for the wireless Web.

"Voice recognition has always been a problem," he said. "VoxML will not be able to replace good old-fashioned WML."

Nevertheless, in March, Motorola unleashed a multimillion-dollar advertising blitz for Mya, its VoxML application. Current reports from Motorola have Mya being deployed later this quarter.

In the meantime, Motorola is working to expand VoxML Web applications with its VoxML Developer Program. Without a large portfolio of VoxML Web hosts, the technology could fall flat. To combat this possible problem, Motorola has created VoxML as an open interface, allowing potential Web developers to download the development kit directly from Motorola's Web site. Once the development software is installed, a developer can use VoxML in the user-dialog statements to create a file that formally defines the dialog, enabling seamless voice access to the Web page.

Not wanting to give away his company's strategies, Gill said U.S. Cellular is focused on rolling out more personalization applications, of which VoxML could be one. Once the technology is available, 1-touch VoxML access may be only a matter of embedding a phone number into a handset's phone book.

Also on the horizon is VerbalTek's VerbalWAP, another voice-navigation microbrowser. Unlike VoxML, this product is specifically designed for the mobile world and advances existing methods of speech input through embedded systems. With VerbalTek's VerbalInput technology, speech-to-text algorithms are delivered in WAP-friendly codes straight to a user's handset. VerbalWAP is designed for easy integration into current and future wireless microbrowsers and is compatible with an i-Mode interface. The language-based system won't be limited to English-users, either. VerbalTek expects to release the product in multiple languages including Chinese, Japanese and Korean.

WAP Phones

Poised to deliver expanded customization, several handset makers are expecting to launch WAP-enabled phones in the United States as early as the end of this year. Nokia has announced its exclusive 7100 series WAP-compatible phones. The 7100 offers voice dialing, a 1,000-entry memory bank, Bluetooth technology and an infrared link that allows users to share information with their PC databases. According to Randy Roberts, Nokia manager of digital convergence, the 7100 series also features predictive text input, can support data at 14.4kb/s and is a dual-band GSM 900/GSM 1800 phone.

The 7100's ability to allow subscribers to compose their own ring tones or download musical ring tones directly to their phones also gives added personalization to the handset. With WAP technology, subscribers even can use the opening notes to a No. 1 pop song for their ring tones.

Another key feature of WAP phones is the ability to download photo-quality graphics. Here, expanded screen function becomes crucial for delivery. Samsung's high-resolution, WAP-ready IMT- 2000 phone is able to support moving pictures with a 2-inch reflective TFT-LCD display screen. With low-temperature poly-silicon processing, driver circuits and peripheral circuits are built in, enhancing the portability and vibration resistance.

PC Phones

Judging by the concept phones of Ericsson, Motorola, Nokia and Samsung, handsets eventually will act more like PCs than phones. Roberts said hybrid phones such as these are the future for wireless handsets.

Ericsson's WAP-enabled personal communicator looks like a miniature Starship Enterprise. Complete with a docking station, the smart phone has an embedded digital camera to allow for video conferencing, and can compose, send and receive faxed messages.

Advanced microprocessors give the Ericsson hybrid and its smart-phone cousins PC capabilities. The storage and creation of larger volumes of data, as well as sharing data between devices, may eventually allow users to leave their PCs behind. Ericsson's latest prototype is a GSM phone with a 32 ROM/16 RAM operating system built in. Delivering Bluetooth operability, the handset offers effortless connectivity with a user's printer, PC or A. The display screen on Ericsson's new handset is also about 15% larger than average handsets to allow for better Internet browsing and message composition.

On Nokia's 7100 series phones, Navi Roller and Navi Key technology make it especially easy to browse through files and enter information in dialog boxes. The Navi Roller naturally mimics a mouse without taking up as much room as arrow controls. Tim Walden, CenturyTel director of network planning, said "optimizing belt space" is a customer priority.

"Integrated devices will save subscribers the hassle of having to carry around a pager, a Palm Pilot and a phone," Walden said.

U.S. Cellular's Gill envisions a portable that will automatically call your mother on her birthday and be able to send picture post cards of your latest vacation.

"It's not a matter of if, but when," he said.

Digital organizers are jumping on the wireless bandwagon as well. With the introduction of the Palm VII, wireless-handset manufacturers are scrambling to offer more software applications to rival the latest wireless A.

Currently, Palm offers business, educational, add-on security and entertainment software all on its Palm VII, a streamlined wireless device with few buttons and a wide screen. Looking at handset manufacturers' concept phones, it's clear the Palm VII had an influence on the design and functionality of these devices.

But Gill is quick to point out that the Palm VII is not a phone and has yet to make the move to adding high-quality voice applications.

What Customers Want

With all of the advances being made in handsets, sometimes the technology can get too far ahead of your subscribers or even your network. Many of tomorrow's concept phones

use hi-tech interfaces such as GSM and cdma2000, causing manufacturers to bemoan providers' not upgrading their networks faster.

"3G networks will offer higher data speeds and give the devices the infrastructure they need to operate the way they were meant to," Roberts said.

On the other hand, providers say the high cost of upgrading the network leaves little room for subsidizing cutting-edge handsets.

U.S. Cellular currently offers Audiovox, Ericsson, Kyocera and Nokia phones. According to Gill, Nokia's more economical models make up the lion's share of U.S. Cellular subscriber handsets.

"You know these phones aren't cheap for us or our customer," Gill said. "Once they come down in price, I think you will see a lot of them being used."

For example, Samsung and LGIC USA both offer an MP3 player/recorder embedded in a handset. But with costs running as high as 450 to 500 for a similar model available in Korea, some providers feel turning a handset into a music-listening device is not a realistic approach to customer demands.

"I'm not so sure your average subscriber is going to be utilizing those applications (MP3)," Gill said. "Technology has to be focused on what the customer wants and what he will pay for."

Beauty For The Beholder

For some customers, the way a handset looks on the outside is just as crucial as the technology used inside.

"They want to be seen with it," Gill said. "Let's face it, that's why Nokia's chrome phone has been so popular. It gets noticed."

Offering a pleasing look and value-added functions, phones with touch-screen keypads will be an integral part of handset technology, Walden predicted. He said touch screens will offer better functionality in a mobile environment than rollers or mouse pads and save some handset real estate at the same time.

Several of today's prototype handsets feature touch-screen functionality. Although, in the past, touch screens and flip-top keyboards have not fared well, Walden said with more technology being packed into handsets, touch screens will be a natural transition that customers will appreciate.

PHOTO (COLOR): Ericsson's space-age concept smart phone has a large docking station that will provide a speaker phone and hi-fi MP3 player. The handset also boasts a big touch screen, which allows for better Web-browsing, video-conferencing and positioning applications.

PHOTO (COLOR): Samsung's dual-band MP3 phone features a stereophonic sound system, a remote sound handset and data capabilities, including Internet access.

PHOTO (COLOR): The highlight of the Nokia 7100 series it is large memory database, which can store up to 1,000 contacts with five entries each. The WAP-enabled phone also features a Bluetooth link for fast PC connection and downloadable ring tones.

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By Tarre Beach, SUPPLEMENT EDITOR

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Reed-Flynn, Heather

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334220 Radio and Television Broadcasting and Wireless Communications Equipment Manufacturing

Abstract: Presents various news briefs on wireless telecommunications. Technology requirements for wireline, cellular and PCS carriers the United States Federal Communications Commission has adopted to comply with CALEA; Details on the Teenage Marketing and Lifestyle Survey from Teenage Research Unlimited (TRU); Total fine paid by the State of North Dakota Public Service Commission to Consolidated Telephone Cooperative for discontinuing service to Western Wireless.

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ON-LINE

CALEA Irks Carriers

The FCC recently adopted technical requirements for wireline, cellular and PCS carriers to comply with CALEA. Although the Department of Justice and the FBI view it positively, wireless carriers are not pleased with the ruling.

"The FBI request for additional authority went beyond the intent and scope of CALEA and will represent a significant cost to the wireless industry and its customers," said Jonathan Marshall, AirTouch spokesperson.

Andrea Linskey, Bell Atlantic Mobile (BAM) spokesperson, said the cost will be significant for wireless carriers due to specific technological issues they must resolve to comply.

"We're concerned that the FCC did not focus enough on wireless in this ruling," she said. "It lumped us all into the same group."

Two types of wiretap court orders exist today. One allows a law enforcement agency (LEA) to obtain information about a call. The other allows a LEA to hear (or see, in the case of e-mail messages or pages) a call's content. Michael Altschul, CTIA vice president & general counsel, said if a LEA obtains packet-mode data right now, it can see a call's content, even if a LEA only needs information about a call's address.

"You don't have the ability to get address information without getting content," he said, adding that some civil liberties groups have indicated they will challenge the ruling.

Linskey said BAM is trying to give the FBI what it wants without compromising the privacy of all of its customers.

Marshall said AirTouch is counting on network vendors to create solutions to the new "punch list" items over the next two years. Linskey said BAM is looking to vendors for solutions also, but vendors still are waiting for a reimbursement fund to help pay for new technologies.

"My understanding is the reimbursement fund that was supposed to be established has not been fully approved, and the FBI has made no contracts with vendors to move forward," Linskey said.

Altschul explained that Congress initially indicated it would appropriate \$500 million to pay for CALEA upgrades.

"(\$500 million) will cover the software," he said. "It doesn't cover the equipment necessary to upgrade the switches."

Linskey said BAM would like to engage in more dialog.

"I would think there would be a lot of behind-the-scenes stuff going on, and if we can get enough carriers on the same page, maybe we will challenge this, but I don't know if that will happen," she said.

-- By Betsy Harter, Features Editor
Second Chance for Greener Grass?

Nextwave's licenses represent a majority of the C-block spectrum, but what real value do they hold for other C-block carriers? The question of fairness comes to mind when discussing Nextwave's bankruptcy court proceedings. Should Nextwave be given a second chance to operate with lower costs?

"I don't know if either way is a good deal for Nextwave," said Brian Cotton, Frost & Sullivan wireless communications industry manager. "They'd probably get a better deal from the FCC, but if they were able to develop that spectrum, I don't know if they would get a return on it in the long term."

According to Bill McKell, Horizon Personal Communications president, the FCC had an opportunity to deal with payment issues up front, before the companies went bankrupt, but refused to do it.

"It's not fair, but the process wasn't fair from the beginning," he said.

It still is uncertain what will become of the C-block licenses, but whatever the outcome, the decision will set a precedent.

"I think it's important that the courts are looking at what those licenses are really worth, allowing them to pay a price that is appropriate," McKell said.

According to Cotton, the FCC is sending a confusing message, and maybe a dose of natural monopoly is necessary in telecommunications because it is so capital-intensive and wide-ranging.

"If you don't have the resources from the get-go, you're not going to be successful," he said. "That can be discouraging."

The FCC's apparent support of Nextel's attempt to acquire the licenses has raised eyebrows.

"I think it's completely inappropriate that the FCC would be favoring one wireless carrier over the others," McKell said. "It's appropriate for the FCC to look at alternatives to bankruptcy, but they need to do it in a manner that is fair to all carriers and not what appears to be a behind-the-door negotiation."

Spectrum caps were designed to promote competition, allowing smaller companies to get involved without enduring a lot of upfront costs.

Functionally, Nextel should fall under the spectrum cap and not be allowed to have those licenses, Cotton said. But because the FCC still is considering it as an option, the issue remains murky.

"It's like Animal Farm," Cotton said. "All animals are created equal, but some animals are more equal than others."

-- By Heather Reed-Flynn,
Editorial Assistant
A Phone in Every Backpack

What's "in" with young Americans between the ages of 12 and 19? First place goes to cellular phones; second place to backpacks, according to the annual Teenage Marketing & Lifestyle Survey from Teenage Research Unlimited (TRU).

So when Dan Hesse, AT&T Wireless Services president & CEO, says he wants "a wireless phone in every backpack," how can he miss? Especially when only 15.7% of these young people actually own wireless phones, according to the survey.

AT&T researchers studied the wireless market in Finland, and determined the youth segment was driving it, according to Ken Woo, AT&T Wireless communications director. AT&T Wireless' new Family Plan is aimed directly at that youth segment in the United States. It is designed to keep families connected wirelessly by allowing unlimited calls between family members and to the home's wired phone within the family calling area.

Here's how it works: One adult family member, Mom, for example, subscribes to a calling plan consisting of either 400 minutes of non-family calling at \$49.99 a month or 600 minutes of non-family calling at \$69.99 per month. Then Mom can add as many as four additional callers, perhaps three children and Dad. Each will use an AT&T multinetwork phone to make calls home and to one another for no additional cost. If Dad wants to use his phone for calls to individuals other than the family members, he can get the \$29.95-per-month plan, which includes 200 minutes of non-family calling, or he can subscribe to one of the higher-priced plans.

Dan Drath, TRU research director, said that the primary consideration now for a parent purchasing a phone for his child is safety and security. However, barriers include price, the durability of the handsets and the refusal of many schools to permit wireless phones.

"Parents feel OK about where the kids are during the day; it's after school when play practice is running late or has been cancelled that they want to hear from their child," Drath said. Schools will have to find a way to allow teenagers to have access to their phones after school, he said.

And although teens may tell their parents that they want the phones to call home, they really want to call their friends.

"Teens admit to us pretty readily that once they have that phone, they're not going to be calling their parents that much because they don't want to be on that leash," Drath said.

The TRU survey reveals youngsters spend on average about eight hours a week talking on the phone. That translates to more than 1,900 minutes per month -- a pricey proposition if a wireless phone were being used.

-- By Marcia Martinek, Managing Editor
Ruling Brightens Future of Fixed Wireless

The State of North Dakota Public Service Commission fined Consolidated Telephone Cooperative for discontinuing service to Western Wireless in the early part of this year with the intent of preventing the mobile company from providing competitive service.

The commission's \$15,000 fine, of which all but \$1,500 is suspended on the condition that Consolidated stay out of trouble for the next two years, is seen as a victory for the future of fixed wireless.

Telecommunications analyst Herschel Shosteck said Western Wireless' legal battle sets a precedent for the industry.

"This is just one more move that tells me fixed-wireless applications are absolutely going to happen, and they're going to happen worldwide," he said.

The decision in North Dakota will put pressure on the FCC to allow Western Wireless and other wireless carriers access to universal-service funds and the opportunity to serve Indian reservations and rural areas with fixed-wireless service.

Currently, Western Wireless is awaiting eligible telecommunications company status to receive U.S. funds and provide service to the Crow Indian Nation in Montana.

Shosteck said Western Wireless is now one step closer to becoming a reservation service provider and paving the way for fixed wireless. He also predicted that reservation and rural service will transition from wireline to wireless with a hybrid solution. Wireless companies could allow fixed-wireline cooperatives to resell their mobile service, keeping cooperatives such as Consolidated in the market but out of the competition and less likely to act the way it did in North Dakota.

-- By Tarre Beach, Staff Writer
In Other News ...

Horizon Personal Communications has tripled the size of its service area through its management agreement with Sprint PCS. Horizon, an affiliate of The Chillicothe Telephone

Company, now will serve 4.9 million people in Kentucky, Maryland, Ohio, Virginia and West Virginia.

Ericsson intends to pay about \$22 million cash for all rights to the network-planning-software and field-measurement-product divisions at LLC International. The two companies also entered into a 3-year product-supply agreement for certain field-measurement and network-optimization products, as well as a license agreement where Ericsson will license network-planning software to LCC.

Virginia Tech University has been awarded a \$1 million research grant from the National Science Foundation. The school's Electrical and Computer Engineering and Computer Science departments intend to use the 3-year grant to help speed deployment of wireless phone, Internet and video technology globally.

Powertel now offers international roaming to its customers for \$2 per month, plus per-minute calling charges, which vary among international carriers. Apart from sending and receiving calls, international roaming will allow customers to use voice mail, e-mail, Internet surfing, reciprocal faxing, 2-way messaging and most other wireless features available in North America.

CALEA Fallout

Required

Content of subject-initiated conference calls: A law-enforcement agency (LEA) can access the content of conference calls the subject under surveillance initiates (including the call content of parties on hold).

Party hold, join, drop on conference calls: Carrier will send the LEA messages that identify active parties of a call. Specifically, on a conference call, these messages indicate whether a party is holding, has joined or has been dropped.

Subject-initiated dialing and signaling information: Access to subject's dialing and signaling information will inform a LEA of a subject's use of features.

In-band and out-of-band signaling: Carrier will send the LEA a message whenever a subject's service sends a tone or other network message to the subject or associate.

Timing information: Carrier will send the LEA information permitting it to correlate call identifying information with the call content of a communications interception.

Dialed digit extraction: The originating carrier will provide any digits dialed by the subject after connecting to another carrier's service.

Not Required

Surveillance status: Carrier would send the LEA a message to verify it has established a wiretap, which is functioning correctly.

Continuity check tone: Electronic signal would alert the LEA if the facility used for delivery of call-content interception failed or lost continuity.

Feature status: Carrier would notify the LEA when, for the facilities under surveillance, subject adds or deletes specific subscription-based calling services.

Telecom '99

This month marks the eighth annual Telecom '99 conference and exhibition in Geneva. With more than 1,000 exhibitors from 48 countries and more than 200,000 attendees expected, it is the show of the year.

In addition to the full-week exhibition, the International Telecommunications Union has put together the Forum, a conference packed with some of the world's most influential and powerful telecom executives, including Bill Gates, Microsoft chairman & CEO; C. Michael Armstrong, AT&T chairman & CEO; and Lawrence Ellison, Oracle chairman & CEO.

Designed to highlight new technologies and examine industry strategies, the Forum comprises four summits and eight combined sessions.

Wireless Review has put together a conference guide to help you plan your week. Check out www.wirelessreview.com for a quick look at some of the key sessions you shouldn't miss.

Teens ID What's "In"

Teen Research Unlimited's annual survey indicates the percentages of persons in the 12-to-19-age group who think these items are "in."

Cellular Phones	80.7%
Backpacks	78.3%
Pagers/ Beepers	75.4%
Phone Cards	65.5%
Candles	58.8%
Tattoos	54.0%
Volkswagon Beetle	48.0%

PHOTO (COLOR): Sprint PCS in South Florida sponsors the Hollywood Downtown Redevelopment Agency's "Lunchtime Express" trolley. Waiters call in orders as riders are whisked to area restaurants. Meals are ready by the time they arrive, so customers can eat, shop and still get back to work in about an hour.

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334220 Radio and Television Broadcasting and Wireless Communications Equipment Manufacturing

Abstract: Reports on the requirement by the United States Federal Communications Commission for wireless operators to implement technology that can pinpoint the location of customers for 911 calls. How to help cover the cost of the technology; Petition filed by the Cellular Telecommunications and Internet Association; Remarks from Ari Schwartz, senior policy analyst at the Center for Democracy and Technology.

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POLICY

WIRELESS INDUSTRY TALKS PRO-PRIVACY

have often fought the efforts of privacy groups, wireless operators are willing supporters, pushing for a federal rule that they can use to show consumers that private information is, well, private.

"Companies need to have the trust of the consumer in order to get them to use the product," said Ari Schwartz, senior policy analyst at the Center for Democracy and Technology, discussing the location tracking abilities of new cell phones. "If the technology is going to be a digital dog tag, people aren't going to use it."

Wireless operators are required by the Federal Communications Commission to implement technology that can pinpoint the location of customers for 911 calls. To help cover the cost of that technology, operators are keen to introduce fee-based services that use the technology. Privacy groups, however, believe that the potential for abuse of location information is high, and that customers do not want to be bombarded by advertisers that might get access to the information. Wireless carriers support the privacy push because they don't want to lose the potential revenue from such services due to customer fears.

The question now is exactly how location information should be controlled. The Cellular Telecommunications and Internet Association -- formerly the Cellular Telecommunications Industry Association -- filed a petition with the FCC requesting a rule that would require operators to get customers' approval for locating them and assure customers of the

security of that information. The Federal Trade Commission scheduled a two-day public meeting next week to discuss the implications of location-based services. If the FTC decides to enact a rule, it will likely do so in conjunction with the FCC, an FCC spokesman said.

Privacy groups are anxious to secure regulations before the services go commercial. "We're ahead of the game," Schwartz said. "It gives us the opportunity to speak up and say it's not acceptable to use location information as a general piece of information to be turned over in any circumstance."

Wireless players may be more eager to police themselves, however. "I'm not totally sure people are seeking regulations," said Mike Amarosa, vice president for public affairs at TruePosition, a location information provider. TruePosition requires customer consent before it will furnish location data.

CTIA's Holiday List to the Federal Communications Commission

Wireless location providers should:

Inform customers about collection and use of location information

Offer customers the opportunity to consent before the information is used

Ensure security of the data and permit customer access to it

Provide uniform rules, regardless of where customers may be roaming or which location technology they use

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By Nancy Gohring, Senior Writer

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